

Job Title: Operations Lead

Department: Yale University Conferences & Events

Department Description:

Yale Conferences & Events (YC&E) provides comprehensive program planning services, serves over 15,000 program participants, and manages approximately 100 non-accredited programs each year. Many of YC&E's activities are focused on high school, college, and adult summer programs. Please visit <http://conferencesandevents.yale.edu/> for more information.

Job Description:

The Operations Lead (OL) will report to the Office Manager (OM) and work closely with a team of 5 – 7 Operations Leads and other seasonal and full-time staff to coordinate all residential aspects of participants' arrivals, stays and departures. This includes residential assignments, facility coordination, custodial services, meal services, billing reports and other logistical needs as necessary, utilizing Yale Housing's StarRez database. The Operations Lead is responsible for the successful operation of multiple programs in many residential colleges and will assist with staff management. The role also has financial responsibility with revenue implications for the department. The OL will assist with the opening, daily operation, and shutdown of residential colleges utilized by Yale Conferences & Events. The OLs will be on a rotating on-call schedule in case of any after-hour issues. This position operates in a public relations capacity by greeting the group organizers (clients) and their participants and by courteously and efficiently aiding them as needed. The OL also works very closely with important University departments such as Yale Custodial, Yale Facilities and with other various university constituents.

Principal Duties:

Administrative/Office Operations

- Work with summer clients and YC&E's Housing Team to organize, coordinate, strategize and troubleshoot participant data and housing assignments. This includes but is not limited to checking data validity and providing various report types including group/session data reconciliation and accurate production of final housing reports for billing process.
- Ensure that program participants are checked in and out of StarRez database along with the accuracy of issued and collected room keys and access cards.
- Review and maintain accurate data in Salesforce, StarRez and Trello management systems.
- Supervise and assist with staff and participant check-in/check-out services, preparation of key packets, linen packs, & coordination of suite preparation with custodial services.
- Provide a written account of unacceptable behavior/incidents and or damages on the Incident Report document.
- Assist with the start-up and opening of the central office with necessary manuals, guides, and supplies (office supplies, linen packs, air conditioning units, etc.), monitoring inventory and replenishing as necessary, establishing a level of quality control.
- Work with the Resource Coordinator(s) to track resources (A/C units, Water, Linens, etc.) for buildings.
- Maintain daily contact with the Office Manager, Residential Operations Manager, Program Directors, and Program Managers to ensure that housing office logs are accurately kept and reflect all activities.
- Manage shutdown procedures for residential college(s). Organize and facilitate end-of-season inventory and manage the end of summer closing.

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- Assist with special projects or other duties as assigned by the Residential Operations Manager or other Conferences & Events personnel.
- Participate in all meetings with YC&E and Yale Housing staff.

Staff Supervision

- Assist with aspects of training the summer staff
- Assist with supervision of the summer office when the OM has left for the day.
- Oversee and utilize Operations Coordinators to execute check ins and check outs, complete tasks and follow up with staff ensure satisfactory completion through electronic task management.
- Encourage Operations Coordinators to find ways to streamline office operations.

Facility Management

- Be aware of all facilities, policies, and procedures related to the residential college(s).
- Monitor inspections to ensure all suite rooms, bathrooms and areas are prepared by the custodial staff prior to group arrival.
- Follow-up on facility work request(s) in your building(s) and ensure tickets are closed in an adequate timeframe.
- Maintain regular monitoring of all residential college(s) areas. Inspect all building areas regularly and report any maintenance or cleaning issues to custodial or facilities representatives, ensuring timely resolve. Report room and/or furniture damages to the Residential Operations Manager and Facilities Superintendent.
- Meet weekly with Facilities Superintendents to communicate check-in/check-out, cleaning schedules and any changes that need to occur with clients.
- Report all concerns to the Residential Operations Manager.

Client Relations

- Be the first point of contact with clients on campus and ensure client satisfaction.
- Have a full understanding of each program's operation and daily logistical needs.
- Greet participants and handle all inquiries, providing exceptional customer service.
- Develop community and peer relationships, build rapport that fosters open communication, and act as a positive role model.

University Relations

- Develop consistent methods of enforcing university rules, regulations, and procedures.
- Manage communications within programs, buildings, vendors, and Yale departments.
- Perform tasks including classroom checks, event coverage and dining hall observations.
- Assist with daily College inspections and check that custodial bathroom cleanliness is adhered to. Provide adequate support for reporting process.

Experience/Education:

- Graduating senior, graduate level student, or recent graduate preferred
- Supervisory experience is preferred.

- Customer Service and Database experience preferred.

Required Skills & Abilities:

- Strong analytical skills and ability to troubleshoot problems as they arise.
- Intermediate/advanced excel skills. Strong verbal and written communication skills.
- Pleasant, helpful attitude, and ability to provide exceptional customer service.
- Ability to encourage and motivate others to work as a part of a team and adhere to deadlines.
- Talented problem solver, able to react quickly and have composure under pressure.
- Attention to detail, advanced organizational skills, and professional appearance.
- Self-starter and possess a strong work ethic.
- Ability to transition easily between a wide variety of tasks throughout the day.
- Ability to repeatedly travel across a city campus daily.
- Ability to lift 25 lbs.

Duration:

- **Virtual Training Dates:** Monday April 29, 2024, to Sunday, May 12, 2024
- **On Campus Employment Dates:** Monday, May 13, 2024, to Friday, August 9, 2024

This position requires early morning and late-night hours for our 24-hour office. Schedule will vary each week with days off usually occurring on weekdays. Weekend and holiday work is regularly required. With approval, additional compensation may be available for off-hours work and meetings. Training for the position will begin with virtual learning sessions and then followed by in-person sessions on campus. **Exemptions to the start and end date may be available with approval and will be discussed during the interview. If concerned about the start or end date, it is encouraged to reach out to ycerecruitment@yale.edu for discussion.

Summer Benefits:

\$18.00 per hour; free single room in Yale housing (live in requirement), 3 meals a day meal plan, weekly hours ranging from 32 to 40, gym membership and the possibility of approved overtime that pays time and one half and YC&E apparel. Employees are issued a Yale ID for the duration of employment which gives access to the Yale shuttle system, discounts at local establishments and museums. Meals begin at the opening of the first dining hall and conclude with the closing of the last. There may be days at the beginning and end of the contract when dining halls are not open, and staff are on their own for meals. **Housing and dining subject to public health guidance and changes to Yale's COVID-19 policies.

Application:

To apply, please visit our portal at <https://yale.starrezhousing.com/StarRezPortalXEmployment> or you can go to our website at <https://conferencesandevents.yale.edu/about-us/employment>. Priority deadline for applications is Friday, January 20. Application will officially close on Sunday, February 18 at 11:59pm. If you have any questions, please visit our website at <https://conferencesandevents.yale.edu/> or reach out to us through email at ycerecruitment@yale.edu.

