Yale *Conferences & Events*

Job Title: Operations Coordinator

Department: Yale University Conferences & Events (YC&E)

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 Coordinator (OC) will report to the Office Manager (OM). This position will also work closely with a team of OC's and other seasonal and full-time staff to facilitate the arrival and departure of program participants and staff. The OC serves as a knowledgeable professional and primary asset in the functioning and operation of a 24-hour office. Individuals will be asked to know and understand the workings of colleges and be proficient and adept at addressing daily issues. This position operates in the capacity of greeting the group organizers and their participants at check-ins/outs and courteously and efficiently aiding them as necessary while in residence. In addition, this individual will function as an asset in the opening, daily operation, and shutdown of one or more building(s) utilized by Yale Conferences & Events.

Principle Duties:

Facility Management

- Conduct all lockouts for the colleges during designated hours
- Conduct all linen deliveries and pickups to count and record linen shipments.
- Deliver pillows, linens, and blankets to rooms prior to client arrival and then pick up at the end of their stay.
- Make beds and supply amenities for participant rooms.
- Loading, setting up, and delivering materials to various residential colleges and building as needed.
- Inspect all suites, bathrooms, and common areas prior to group arrival and after departure.
- Conduct daily bathroom checks to ensure the cleanliness of the facility. If bathrooms are not clean report findings to YC&E staff.
- Inspect, photograph, and monitor all building areas regularly and report maintenance, damage or cleaning issues to the Facilities Superintendent and the Residential Operations Manager (ROM).
- Assist with the opening and closing of the residential colleges.
- Ensure maintenance or other issues are resolved or followed up with as quickly as possible.
- Report all key/lock problems and other facility concerns in a timely manner.
- Make sure signage is picked up and posted at appropriate locations across campus in a timely manner.
- Monitor building key inventory including testing, replacing, and accounting of all keys for the building.
- Maintain the security of the key cabinet and keep a detailed log of all keys being issued and returned.
- Perform classroom checks, rounds of campus and dining hall observations.
- Display relevant building, University, and local information within all stairwells.
- Be aware of all facilities, policies, and procedures related to the residential college(s).
- Perform and ensure residential college custodial cleaning is done under established timelines and follow YC&E protocols if service is incomplete.
- Do occasional cleaning including sweeping, taking out trash and setting up rooms for events.
- Ensure all rooms are move in ready prior to client arrival.

Administrative/Office Operations

- Working with a team of operations coordinators to provide 24-hour coverage.
- Assist with the opening and closing of the central office and storage room(s).
- Check participants in and out of StarRez database by issuing and collecting room keys and access cards.
- Assist in the organizing of participant information, room lists, emails, key packet preparation, and any other necessities for residential groups using StarRez.
- Complete various assigned tasks across campus in a timely manner.
- Sign out special items, ensuring that procedures are followed and that items are properly returned.
- Organize the office(s) with necessary supplies, monitor inventory and replenish as necessary. Ensure that all equipment is on site and in working order.
- Maintain a neat and orderly office(s) and storage areas by verifying all deliveries supplies are returned to the proper place after each shift.
- Maintain professional work relationships with other YC&E staff.
- Act as an escort and assist contractors in gaining access to student rooms.
- Log all information of missing or damaged items to ensure proper billing.
- Collect and record all lost and found items.
- Maintain a daily shift report and document all incidents for follow-up.
- Assist YC&E staff with Ad Hoc tasks that may arise.
- May include cross-training for Housing Office duties supporting isolation housing procedures, etc.
- Conduct post evaluations of programs and YC&E.

Client Relations

- Have a general understanding of each program's operation and daily logistical needs.
- When performing tasks on campus engage with clients and provide exceptional customer service.
- Assist with on-site event coverage such as registration, transportation, food and beverage, material transport, set up and break down of equipment, location, entertainment, and vendor liaison.

University Relations

- Understand and enforce university rules, regulations, and procedures.
- May communicate with programs, buildings, vendors, and Yale departments.

Required Experience/Education:

Must be a college undergraduate, graduate student, or recent graduate.
Customer service and/or operations experience preferred.

Required Skills & Abilities:

- Strong oral and written communication skills for telephone, email, and personal contact.
- Must have a pleasant, helpful attitude, calm under pressure and enjoy customer service.
- Must have the ability to encourage and motivate others to work as a part of a team and adhere to deadlines.
- Attention to detail, organized, patient, and maintain a professional appearance.
- Willingness to work independently.
- Candidate must be dependable and thorough.
- Prior database experience is helpful but not required.
- A strong work ethic and internal drive to continually improve will be expected.
- Ability to repeatedly travel across a city campus daily.
- Ability to repeatedly lift 25 lbs.

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Duration: Start: May 9th, 2022 End: August 15th, 2022

This position requires early morning, late-night and overnight hours. Schedule will vary each week with days off usually occurring on weekdays. Weekend and holiday work is regularly required. Training for the position will be 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 from YC&E staff. Candidates with concerns about the start or end date are encouraged to reach out to David Wright at david.wright@yale.edu to discuss.

Summer Benefits:

$14.00 per hour; free single room in Yale housing, 3 meals a day meal plan, weekly hours ranging from 16 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 open of the first dining hall and conclude with the closing of the last. **Housing and dining subject to public health guidance and changes to Yale's COVID-19 policies.

COVID-19 Guidance:

IMPORTANT: The university requires all students, faculty, staff and postdoctoral/postgraduate trainees to obtain a COVID-19 vaccine or a university approved medical or religious exemption and to document their vaccination status in the university's COVID-19 Health and Safety Database. Also see https://covid19.yale.edu/covid-19-vaccination-policy.

Application:

To apply, please click the following link to complete our online application https://forms.gle/8r2wfjpXmdKBiPYCA then submit your resume and cover letter to David Wright at david.wright@yale.edu. Priority deadline for applications is Friday, January 21st. Application will officially close on Sunday, February 20th at 11:59pm.