

Yale Conferences & Events

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. A majority of YC&E's activities are focused on high school, college, and adult summer programs. For summer 2021, YC&E's primary focus will be on supporting Yale Summer Session as other programming is limited. 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 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 YC&E's StarRez database. The Operations Lead is responsible for the successful operation of multiple programs in multiple 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 providing assistance to 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 Housing & Information Systems Manager 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.
- 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.
- Responsible for the tracking of 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.
- Assist with special projects or other duties as assigned by the Residential Operations Manager or other Conferences & Events personnel.

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- Attend weekly meeting with YC&E staff.

Staff Supervision

- Assist with the creation of a weekly staff schedule, ensuring that adequate staffing levels are maintained based on hours of operation and activity level.
- Assist with assigning Operations Coordinators to perform tasks including bathroom and classroom checks, classroom signage, event coverage and dining hall observations.
- Assist with the training and supervision of Operations Coordinators.
- Utilize Operations Coordinators to complete tasks and follow up to see that they have been completed satisfactorily and will ensure that the assigned work is being done in a timely manner.
- Encourage Operations Coordinators to find ways to streamline office operations.
- Ensure Operations Coordinators are completing their daily tasks, updating electronic files and other documentation on the department server.

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.
- Monitor facilities work order requests to ensure completion 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.
- Hold weekly meetings 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.
- Oversee Operations Coordinator and/or assist with daily inspections that custodial bathroom cleanliness is adhered to. Provide adequate support for reporting process.
- May include cross-training for Housing Office duties supporting isolation housing procedures, etc.

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Required Experience/Education:

Must be graduating senior or at graduate level. Supervisory experience is required. 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 in order to 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, dependable and thorough, and possess a strong work ethic.
- Ability to transition easily between a wide variety of tasks throughout the day.
- Ability to travel across a city campus.
- Ability to lift 25 lbs.

Duration: Start: May 10th, 2021

End: August 20th, 2021

This position requires both early morning and late-night hours. Schedule will vary each week with weekend and holiday work regularly required. **A few exemptions to the start and end date may be available with approval from YC&E staff.

Summer Benefits:

\$15.00 per hour; campus parking, estimated work hours 16 to 40 per week, and the possibility of approved overtime that pays time and one half. 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 (COVID-19 restrictions may apply). **Housing will not be available for the 2021 Summer.**

To apply, please click the following link to complete our online application <https://forms.gle/r1fjwND6rMSmwjJD8> then submit your resume and cover letter to David Wright at david.wright@yale.edu. Application will officially close on Wednesday, March 31st at 11:59pm.