

Yale *Conferences & Events*

Job Title: Resource Coordinator (RC)

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 Resource Coordinator (RC) will report to the Office Manager (OM). This position will also work closely with the Residential Operations Manager and other seasonal and full-time staff to facilitate the arrival and departure of program participants and staff. This includes residential assignments, facility coordination, custodial services, billing reports and other logistical needs as necessary, utilizing Housing's StarRez database, Salesforce, and Trello. The RC will coordinate the organization of storage and transportation & distribution of goods to ensure all orders are fulfilled. The RC will work with internal and external service providers. The RC will work with clients to ensure they have a positive experience before, during and after their program. The RC also works very closely with important University departments such as Yale Transportation Receiving and Storage (TR&S), Yale Facilities and with various other university constituents.

Principle Duties:

Administrative/Office Operations

- Organize office(s) with necessary supplies, monitor inventory and replenish, as necessary.
- Organize and facilitate the beginning of season and end-of-season inventory and manage the end of summer closing at a detailed level.
- Responsible for the tracking of resources which are not limited to the following: AC units, linen, blankets, pillows, refrigerators, fans, tents, tablecloths, chairs, tables, etc.
- Review and maintain accurate data in Salesforce, StarRez, and Trello management systems.
- Ensure that all equipment is on site and in working order.
- Attend all deliveries and pickups from vendors and internal service providers and record accurate data.
- Verify all delivery supplies are returned to the proper place after each transfer.
- Assist in setting up, loading, and delivering materials and equipment to various residential colleges as needed.
- Inspect, photograph, and monitor specialty spaces regularly and report maintenance, damage or cleaning issues to the Facilities Superintendent and the Residential Operations Manager (ROM).
- Provide on-site support for programs.
- Attend all pre and post summer walkthroughs of the Residential Colleges.
- Ability as needed, to check participants in and out of the Residential College and issue and collect room keys and access cards.
- Assist with special projects or other duties as assigned by the Residential Operations Manager or other YC&E staff.
- Oversee the receipt and inventory of shipments to and from the Central Receiving Warehouse.
- Prepare and distribute signage to the Residential Colleges.
- Conduct trips as needed to the Central Receiving Warehouse to retrieve items and coordinate deliveries.

Yale *Conferences & Events*

Client Relations

- Greet participants and handle all inquiries, providing exceptional customer service.
- Manage the coordination of each program's daily needs such as tables and chairs needed for pre-arrival and creating a spreadsheet for all programs for the duration of the summer.
- Develop community and peer relationships, build rapport that fosters open communication, and act as a positive role model. Manage communications within programs, buildings, and Yale departments.
- Develop consistent methods of enforcing university rules, regulations, and procedures.

University Relations

- Manage communications within programs, buildings, vendors, college admin and Yale departments.
- Assist with classroom signage by making sure signage is picked up and posted at appropriate locations across campus in a timely manner.
- 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.

Facility Management

- Ensure that all items needed for check-ins and check-outs are on site for an event.
- Be aware of all facilities, policies, and procedures related to the residential college(s).
- Monitor building key inventory including testing, replacing, and accounting of all keys for the building.
- Do occasional cleaning including sweeping, taking out trash and making beds.
- Ensure maintenance or other issues are resolved or followed up as quickly as possible.

Required Experience/Education:

Must be a current undergraduate or graduate student.

Operations and or inventory management experience preferred.

Required Skills & Abilities:

- Excellent oral and written communication skills, superior interpersonal skills and able to articulate ideas.
- Highly proficient at managing multiple priorities.
- Ability to exercise good judgement
- Intermediate excel skills.
- Prior database experience preferred.
- Pleasant, helpful attitude, and ability to provide exceptional customer service.
- Willingness to work diligently and independently.
- 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.
- Must have own reliable transportation for occasional use.
- Ability to lift 50 lbs.

Yale *Conferences & Events*

Duration:

- **Virtual Training Dates:** Monday April 29, 2024, to Sunday, May 13, 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. 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, you are 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 28 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 19. 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.

