POSITION DESCRIPTIONS

POSITION TITLE: Operations Coordinator
ORGANIZATIONAL UNIT: Office of Housing Administration
REPORTS TO: Conference Services Manager

GENERAL DESCRIPTION OF POSITION:
The Operations Coordinator (OC) shall be responsible to the Conference Housing Office and the Conference Services Manager (CSM) for the following: front desk operations, inventory control, keys and equipment, maintenance, and other duties as assigned.

SPECIFIC RESPONSIBILITIES:

TRAINING
1. Must attend Environmental Health and Safety Training, Fire Alarm Training and Defensive Driving
2. Must attend and assist with all training and in services sessions as required

ADMINISTRATIVE DUTIES
1. Attend weekly senior staff meetings.
2. Develop and implement building prep schedule.
3. Respond to emergency situations after hours. Notify the professional staff member on duty of all situations.
4. Supervise cash boxes and daily balancing reports.
5. Enter and approve all service requests for guests and students in a timely manner.
6. Monitor the physical appearance of front desk areas, and provide guidelines to desk staff regarding procedures of maintaining tidiness at the desk.
7. Conduct periodic inventory of supplies at front desk and arrange for replacement as needed.
8. Responsible for distribution and tracking of department equipment and supplies such as recreation equipment, linen, etc.
9. The OC is "on call" during the summer months, carries a cell phone at all times and must respond to all calls in a timely manner. The OC must secure approval from the CSC before staying away from campus overnight.
10. Work with Facilities Coordinator to plan an event for custodial and maintenance staff.
11. Other duties as assigned by the Conference Services Manager.

KEYS
1. Supervise the daily key inventories.
2. Issue new key request with approval by Conference Services Manager.
3. Make certain that all keys used by the desk are signed out and in each morning.
4. Perform key inventory at the start and end of the conference season.
5. Prepare key schedule for locksmith and charge as needed and must inform the CSC and CA of any charges.
GENERAL EXPECTATIONS
1. Meet daily with the Conference Services Coordinator.
2. Must wear Conference Housing Uniform while working in the office or with conference guests.
3. Replenish all office supplies in the Conference Assistant Office.
4. Work productively and cooperatively with all members of the housing and university community to implement the conference program.
5. Carry a cellular phone 24/7 to respond to any situations as necessary.
6. Accept other duties as assigned.

SUPERVISES THE FOLLOWING STAFF
1. Helps the Summer Staff Liaison supervise the conference desk staff

REQUIREMENTS:
1. Must be eligible for employment as a student assistant. Must be enrolled at SDSU in the Spring 2016 semester, AND must be eligible for continuing enrollment at SDSU in the Fall 2016 semester, AND must intend to be enrolled at least half time at SDSU in the Fall 2016 semester.
2. Must have been a Resident Advisor or Community Assistant for REO at SDSU for at least one year.
3. Must maintain good academic standing with the university (current grade point averages will be verified prior to hiring of all staff; student in danger of becoming academically disqualified will be withdrawn from consideration).
4. Must have the ability to maintain a good working relationship with university staff, conference staff, conferees residents and visitors. Must have the ability to maintain a professional manner in all situations.
5. Experience: must have one or a combination of the following:
   a. One year of work experience dealing with the public, answering phones, researching answers, solving problems and performing routine tasks.
   b. One academic year as a resident advisor or student assistant.
   c. Two summers of paid experience as a camp counselor or leader of an organization that deals with people of at least high school age.
5. Must possess a valid California drivers license and must have a good driving record (will be required to take the Defensive Driving course).
6. Ability and willingness to transport self across campus quickly and on short notice (personal car or bicycle is strongly recommended).
7. Must be available for the ENTIRE period of employment shown in the "Dates of Employment" of this job description.
8. Must be available for Senior Staff training (to be announced) and on-site team training May 25 - May 27, 2016.

DATES: May 1 - August 15, 2016
SCHEDULE: Approximately 30-40 hours per week. This position will work many weekends and work schedule and hours will vary considerably.
COMPENSATION: $11.35/hr
NUMBER OF POSITIONS AVAILABLE: 1 position