

Villanova University
Office of Conference Services
610-519-7895

**Summer 2012
Conference Shift Leader Job Description**

During the summer months, the Office of Conference Services (OCS) employs Shift Leaders to work with operations and reservations functions for conference, camp, and guest groups using Villanova's meeting, dining, housing, catering and recreation facilities. Shift leaders (SLs) will supervise and work beside the Conference Assistants (CAs) and the Service Desk Assistants (SDAs) to prepare housing and meeting accommodations for guests. Shift Leaders will report directly to the Conference Services Manager.

Stanford Hall will be used as the location for the summer Conference Service Desk operation. The Shift Leaders will interact with a range of campus service providers and off-campus contractors and suppliers in addition to over 10,000 guests who will experience hospitality, Villanova-style.

The Shift Leader position is a full-time, 40 hour per week, summer position. There will be up to two shifts each day (8am-5pm and 12noon-9pm), seven days a week. A Shift Leader should be assigned to each of the work shifts in a week. SLs must be available for work from May 16 to August 8, 2012.

Training for Shift Leaders is Wednesday, May 16 to Saturday, May 19, 2012. *ALL Staff* training begins on Monday, May 21, 2012.

We are looking for Shift Leaders who have leadership and hospitality industry skills and a demonstrated ability to interact well with others. Staff should have excellent verbal and interpersonal skills, a solid work ethic, and a strong commitment to customer service and be able to perform manual labor. **All employees must be able to lift/push/pull 35-50 pounds.**
All employees of Conference Services must have a valid driver's license (USA only) and must be able to drive a box truck (no special license required).

Compensation will include an hourly wage, summer single room South Campus housing and a meal plan. It is preferred but not mandatory, that a Shift Leader live on campus in Conference Services housing. All Shift Leaders are required to participate in a rotating, On-Call night schedule. Shift Leaders must live on campus in Conference Services housing during their scheduled On-Call hours. On-Call hours cover a consecutive 24 hour period and are in return for the housing and meal plan benefit. Shift Leaders will carry a cell phone and may be called to work outside of their already scheduled hours in response to guest emergencies or during peak occupancy periods of need. Conference Services activity will mirror a round-the-clock hotel/conference center mode of operation.

Once an application is received, a decision will be made whether to offer an interview. After evaluation of the interview and contacting references, job offers will be made to qualified candidates.

To apply, go to www.conferenceservices.villanova.edu and click on Employment Opportunities.
Application period: February 15 to March 21, 2012.

If you have any questions regarding the summer conference program or the selection process, please call **Sue Scollon, Conference Services Manager** at 610-519-7895 or email, susan.scollon@villanova.edu