



CONFERENCE HOUSING OPERATIONS LEAD POSITION DESCRIPTION 2026

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DEPARTMENT & PROGRAM SUMMARY

Conference & Event Services (CES) delivers exceptional service, resources and support to events on the University of Denver (DU) campus. CES provides services to clients for the exploration, discussion and enactment of issues and topics germane to a variety of important areas that include civic, political, non-profit, educational and business.

Managed by Conference and Event Services (CES), the Summer Conference Program at the University of Denver (DU) provides event, dining, and housing services to over 4,000 guests and more than 40 educational camps, conferences, and programs each summer.

POSITION SUMMARY

The Conference Housing Operations Lead (CHOL) is a senior student leadership role within the CES Summer Conference Program. This position oversees residential guest services, housing operations, and front desk performance across two assigned residence halls.

Each CHOL directly supervises approximately 10 Conference Housing Operations Coordinators (CHOCs), managing team accountability, operational readiness, and overall guest experience standards. Ensuring that all check-in and check-out processes are fully prepared, organized, and professionally executed. This role is responsible for verifying readiness prior to every group arrival and must be present during all scheduled check-ins for assigned buildings.

The CHOL serves as the primary liaison between CHOCs and CES professional staff, ensuring strong communication, operational accuracy, and consistent service delivery.

This role may occasionally provide evening or overnight coverage to support operations when staffing gaps arise. Housing front desk operations run 24 hours per day during peak conference season, meaning shifts will likely span across daytime, evenings, late nights, overnight, and early mornings.

GROWTH & DEVELOPMENT

Conference Housing Operations Lead develop skills in:

- Staff supervision and coaching
- Multi-building operations management
- Front desk and housing process oversight
- High-volume guest logistics
- Crisis management and escalation response
- Workforce scheduling and accountability systems
- Property inventory management
- Business operations strategy within a hospitality setting

ESSENTIAL FUNCTIONS

General

- Support CES in maintaining a safe residential environment at all times
- Serve as professional representatives of DU and CES
- Live on campus for the duration of the summer conference program
- Participate in on-call rotations including early mornings, late nights, and designated 24-hour coverage days

Leadership & Management

- Directly supervise approximately 10 Conference Housing Operations Coordinators across two residence halls
- Act as team lead and liaison between CHOCs and CES professional staff
- Establish systems of accountability for front desk operations and building procedures
- Assist with desk scheduling, time sheet review, and shift coverage
- Provide coaching, training reinforcement, and performance feedback
- Monitor front desk professionalism, service standards, and operational compliance

- Ensure CHOCs properly manage room changes, work orders, system updates, and administrative processes

Building & Housing Operations

- Oversee full building operations and guest services for two residence halls
- Manage and audit front desk processes and inventory systems
- Ensure key inventory control systems are accurate and secure
- Verify room inspection completion and cleaning coordination prior to group arrival
- Submit and track maintenance work orders as needed
- Complete or review incident reports
- Provide support to other Managers when coverage is required

Check-in & Check-out Oversight

- Oversee all check-in and check-out logistics for assigned buildings including scheduling staff
- Ensure all check-in materials, key packets, rosters, and signage are fully prepared in advance
- Verify room readiness and cleaning schedules
- Confirm system accuracy within housing software prior to arrival
- Be physically present for all scheduled group check-ins
- Support CHOCs during high-volume check-in periods
- Oversee room closures, transitions, and post-departure inspection processes

Guest Services

- Work front desk shifts as needed
- Support escalated guest concerns and complex housing issues
- Maintain knowledge of emergency procedures
- Serve as escalation point for room changes and system errors
- Ensure concierge-level service delivery

Administrative

- Attend CES staff meetings
- Schedule building staff meetings
- Maintain documentation and tracking systems
- Ensure compliance with policies and procedures
- Manage staff and building schedules
- Complete additional duties as assigned

KNOWLEDGE, SKILLS & ABILITIES

- Strong leadership and supervisory skills
- Excellent time management and organizational abilities
- Ability to manage multiple buildings simultaneously
- Strong problem-solving skills

- Detail-oriented and systems-focused
- Excellent written and verbal communication
- Ability to work independently and in a team environment
- Comfort managing housing management software systems

QUALIFICATIONS

Required:

- Must meet availability requirements and maintain flexible schedule
- Basic Microsoft Office and computer proficiency
- Demonstrated leadership capability
- Excellent customer service, organizational, and communication skills
- Ability to work weekends, holidays, early mornings, late nights, and designated on-call shifts

Preferred:

- Prior CES Summer Conference experience
- Conference, hotel, or other operational or hospitality experience preferred
- Familiarity with DU residence halls
- Supervisory experience
- Valid driver's license

AVAILABILITY

- Part-time availability (5–10 hours per week) April through mid-June for training
- Full-time availability (up to 40 hours per week) June 14 – August 11
- Applicants with major conflicts exceeding four consecutive days will not be considered
- Second job or internship not recommended during conference period
- Due to the nature of our conference program and schedule applicants are not recommended to apply if they will be enrolled in summer courses
- Conference housing operations run 24/7 front desk coverage, and this role may occasionally provide late night or overnight support to ensure adequate staffing coverage when gaps arise.

SUPERVISION, TRAINING & WORK SCHEDULE

- Schedule varies based on campus activity
- Shifts include weekends, holidays, early morning and late-night hours
- Mandatory training April–June
- Must attend CHOC trainings in addition to Manager-level trainings

WORKING ENVIRONMENT

- Split between residence halls and CES office
- Moderate to high stress during peak check-in periods
- Frequent walking between buildings

PHYSICAL ACTIVITIES

- Ability to walk across campus
- Ability to sit in front of a computer for an extended period
- Ability to lift and transport up to 20 lbs

COMPENSATION & BENEFITS

Compensation

- Hourly rate of \$21.50 per hour for all training shifts (April – mid-June)
- Hourly rate of \$21.50 per hour during the Summer Conference Program (mid-June – early August)
- Anticipated hours:
 - 5–10 hours per week during training period
 - Up to 40 hours per week during conference season

Housing Option

- Leads may elect to live on campus during the summer conference period
- If housing is selected, a payroll deduction equivalent to 4 hours per week at the hourly rate will be applied to cover housing costs
- Housing deduction applies only during the active summer conference season

Meal Benefit

- Leads will receive two (2) meal swipes per day during the Summer Conference Program (mid-June – early August)

Paid Leave

In compliance with Colorado's Healthy Families and Workplaces Act (HFWA), non-benefited employees accrue one hour of paid leave for every 30 hours worked, up to a maximum of 48 hours per year.

Employment in this position is contingent upon meeting job performance expectations. Failure to fulfill job duties or adhere to employment policies may result in termination, including the loss of provided housing and meal benefits.

APPLICATION PROCESS

- March 20: Application opens
- **April 8: Application deadline at 12p (noon)**
- April 10: Pre-Screening form completed at 5p (sent in application confirmation)

- April 14 - 16: In-person group interviews
- April 22: Written offers sent via email
- April 23- May 1: Background checks, housing applications, etc
- May 4: Start Date