

### **About the Summer Conference Program**

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 7,000 guests and more than 60 educational camps, conferences, and programs each summer.

### **Job Summary**

The Residence Hall Manager (RHM) is a vital part of the Summer Conference Program. Primarily responsible for overseeing residential guest services and building operations, the RHM's role is critical to the success of each summer program and the overall guest experience. The RHM will model strong leadership characteristics, such as responsibility, a positive attitude, flexibility, the ability to work in a team environment, and excellent organizational skills.

### **Job Details**

Job Type: Temporary, non-benefitted  
Hours: 35-40 hours per week  
Compensation: \$17.00\* per hour, meal plan, and housing

\*\$17.25 for those with previous CES summer conference experience

### **Availability**

**Must be available to work from June 07-August 08, 2021. The RHM must attend all mandatory trainings to be scheduled in late May or early June, in addition to DA training on June 14, 2021.**

Applicants with major conflicts, such as long vacations or trips of more than four (4) consecutive days during the applicable work period will not be considered.

### **Requirements & Qualifications**

- Must meet the availability requirements specified above and be able to maintain a flexible schedule; this position involves extensive weekend, holiday, and 24-hour on-call duties.
- The RHM is required to live on campus for the duration of the summer season.
- Strong Microsoft Office and computer skills.
- Ability to troubleshoot and work in fast paced environment; must have excellent time management, organizational, and supervisory skills.
- Must model excellent customer service, communication, and interpersonal skills.
- Must be detail-oriented and a team player.
- Summer conference, hotel, or other operational experience preferred; familiarity with DU residence halls is a plus.

### **Duties & Responsibilities**

- Manage building operations and guest services for 1-2 residence halls and provide support to the RHM's of the other residence halls. This includes (but is not limited to) managing front desk processes, tracking DA schedules and time sheets, maintaining room and building key inventories, submitting work orders, knowing and following emergency procedures, completing incident reports, and being on-call 24 hours on designated days.

- Manage the check-in and check-out processes for guests staying in the residence halls. This includes (but is not limited to) conducting room inspections, verifying room cleaning schedules, and preparing check-in materials for incoming guests.
- Responsible for supporting CES in creating a safe residential environment at all times.
- As representatives of DU, RHMs must follow a dress code and maintain professionalism at all times.
- Attend staff meetings and complete additional duties as assigned by CES.
- Communicate regularly with CES summer and professional staff members to address residential guest issues and concerns.

**Application Process**

Due Date: **Friday, April 2<sup>nd</sup>, 2021 at 12:00 PM (noon)\***

How to Apply: Online: Please visit our [website](#) to fill out the online form.

\*Applications will not be accepted beyond the deadline. Candidates are encouraged to apply early. CES will contact all applicants for interviews via email. Please check your email regularly and respond promptly; not responding may result in a missed opportunity to interview and/or not being considered for the position(s) you applied for.

**General Decision Outline (Subject to Change)**

April 2	Application deadline
April 5-9	Interviews, all positions
April 14-16	Written offers sent via email
April 29-23	Background checks, housing applications, etc.