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Developed by:.....SG
Reviewed by:.....
Approved by:.....
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UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Manager, W. Alton Jones/Night & Weekend
DIVISION: W. Alton Jones Campus
REPORTS TO: Manager, Whispering Pines Conference Center
W. Alton Jones Campus
GRADE: 9
SUPERVISES: Kitchen, Custodial, Student and Other Support
Staff

BASIC FUNCTION:

Supervise all evening and weekend operations and programs in the Whispering Pines Conference Center; handle cash and reconcile all proceeds from food and beverage outlets, as well as from other sources; order and maintain inventory control of all alcohol and other beverages; greet customers and resolve any customer needs; conduct visual inspections of conference rooms and other private and public spaces and report on the conditions of the facility.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Inspect and confirm all room and/or facility setups, and breakdowns and assist staff to assure the proper delivery of contracted services as requested by customers including, but not limited to, audiovisual needs, conference room configurations and food and beverage services. Provide program and activity support and equipment needs (A/V, etc.)

Provide direct supervision of all staff, including kitchen, dining room, custodial beverage, maintenance and any other employees as appropriate.

Serve as host/hostess for all groups using the facility, including, when necessary, providing direct service to these customers.

Conduct a complete inspection of all facilities and provide appropriate written reports on the general conditions and maintenance of the facility. Assure that all conference room set-ups and other customer requirements have been performed.

Responsible for marketing events and activities, including providing tours, meeting with customers to discuss pricing, explaining logistics and providing customer service.

OTHER DUTIES AND RESPONSIBILITIES:

Work flexible shifts and hours during scheduled business times, including evenings, weekends and holidays.

Contact potential customers interested in reserving the conference center and schedule and conduct tours, site inspections and other visits to the campus, as well make appointments and conduct follow-up telephone calls to confirm details and other arrangements.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers and word processing, database management and spreadsheet software; QuickBooks accounting software.

ENVIRONMENTAL CONDITIONS:

This incumbent is not substantially exposed to adverse environmental conditions. This position requires a 24-hour call back in cases of emergency and supervisory presence, when required, on all shifts.

QUALIFICATIONS:

Required: Bachelor's degree in culinary arts, hotel/restaurant management, business management or closely-related field; at least three years of experience in food service operations with demonstrated supervisory experience in food service preparation; excellent interpersonal skills and communication skills, both verbal and written; ability to follow detailed work schedules and meet customer deadlines.

Preferred: Demonstrated experience with account reconciliation and cash handling procedures and controls; demonstrated knowledge of inventory control processes; demonstrated knowledge of audiovisual setup, troubleshooting, breakdown and storage.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.