

Yale Conferences & Events

Job Title: Assistant Office Manager

Department: Yale University Conferences & Events

Department Description:

Yale Conferences & Events (YC&E) provides comprehensive program planning services, serves over 15,000 program participants, and manages approximately 100 non-accredited programs each year. Many of YC&E's activities are focused on high school, college, and adult summer programs. Please visit <http://conferencesandevents.yale.edu/> for more information.

Job Description:

This position will report to the Office Manager and, as a member of the Operations Team, work closely with YC&E staff to ensure successful implementation of all participants' on-site operation needs – including, but not limited to, residential assignments, facility coordination, custodial services, meal services, and classroom assignments. The Assistant Office Manager (AOM) is primarily responsible for assisting with oversight of the YC&E Summer Office and management of the summer staff. This includes managing the front desk and the hospitality team, owning the shared email and Salesforce work, running daily meetings, and mediating staff conflict. The AOM will assign tasks to staff daily, assist with scheduling and resolving schedule requests, and maintain an organized and professional office. This position operates as the central communication link between the YC&E staff, University departments and other summer program constituents.

Principal Duties:

Administrative/Office Operations

- Assist with oversight of the 24-hour front desk coverage and intake of inquiries from clients and campus partners via email, phone, walk-in, or Salesforce.
- Receive daily task list and assign Operation Coordinators accordingly
- Relay work requests, messages, and pertinent information to and from YC&E staff.
- Confer with clients and YC&E staff to address questions, problems, and requests for service.
- Prepare daily work plan and assist with the creation of staff schedules.
- Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.
- Determine types or amounts of equipment, vehicles, materials, or personnel needed to complete tasks
- Supervise and assist the staff in the preparation and management of participant check-in/check-out services, (key packets, linen packs, & coordination of suite preparation with custodial services)
- Provide a written account of unacceptable behavior/incidents and or damages on the Incident Report document.
- Maintain daily contact with the YC&E Staff to ensure that housing office logs are accurately kept and reflect all activities.
- Assist with special projects or other duties as assigned by the Office Manager, Housing or Conferences & Events staff.
- Attending weekly meetings with YC&E staff.
- Support the Housing team with YC&E technology resources and systems (timeclock/scheduling software, shared network resources, StarRez, Trello, etc.)

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Staff Supervision

- Assist with the training and supervision of seasonal staff, with direct management of the hospitality and operations coordinator teams.
- Ensure seasonal staff complete their daily tasks, update electronic files and other documentation on Teams and additional platforms.
- Assist with the creation of a weekly staff schedule, ensuring that adequate staffing levels are maintained based on hours of operation and activity level.
- Conduct daily morning meetings to assist with assigning Operations Coordinators to perform tasks.
- Utilize Operations Coordinators to complete tasks and follow up to see that they have been completed satisfactorily and will ensure that the assigned work is being done in a timely manner.

Client Relations

- Maintain professional office environment acting as client-facing ambassadors to YC&E.
- Be the first point of contact with clients on campus and ensure client satisfaction.
- Have a full understanding of each program's operation and daily logistical needs.
- Ensure that all inquiries are promptly addressed and escalated or assigned as needed
- Maintain staff standards of excellent customer service

Facility Management

- Manage communications between programs, buildings, vendors, Yale departments and YC&E staff.
- Be aware of all facilities, policies, and procedures related to the residential college(s).
- Working with Office Manager, ensure that all suite rooms, bathrooms, and areas are prepared by the custodial staff prior to group arrival.
- Monitor facilities work order requests to ensure completion in an adequate timeframe.

Required Experience/Education:

- Bachelor's degree (or be on course to complete degree), or three years of related experience, or combination. Supervisory experience is required.
- Customer Service, database experience, and management of a team preferred.

Required Skills & Abilities:

- Ability to manage and delegate responsibilities to a staff while balancing multiple priorities and deadlines
- Strong analytical skills and ability to troubleshoot problems as they arise.
- Intermediate/advanced excel skills. Strong verbal and written communication skills.
- Ability to provide exceptional customer service.
- Ability to encourage and motivate others to work as a part of a team.
- Talented problem solver, able to react quickly and have composure under pressure.
- Attention to detail, advanced organizational skills, and professional appearance.
- Self-starter and possess a strong work ethic.
- Ability to transition easily between a wide variety of tasks throughout the day.
- Ability to travel across a city campus.
- Ability to lift 25 lbs.

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Duration:

- **Virtual Training Dates:** Monday April 28, 2025, to Sunday, May 11, 2025
- **On Campus Employment Dates:** Monday, May 12, 2025, to Friday, August 8, 2025

In collaboration with the Office Manager, this position will provide seven-day-a-week coverage in the office during regular business hours (8:00 AM – 5:00 PM) with significant weekend work required. With prior approval, this position could start prior to April 28 and extend past August 9. Training for the position will begin in person during the virtual training window. **Exemptions to the start and end date may be available with approval from YC&E staff and will be discussed during the interview. If concerned about the start or end date, it is encouraged to reach out to ycerecruitment@yale.edu to discuss.

Summer Benefits:

This position is 32-40 hours per week including weekends. This position offers the following benefits:

- Hourly rate based on experience
- Free accommodation at a single room in Yale Residential College (approximate value \$7000). (live-in is not required for this position)
- Meal Plan: three meals per day at Yale Dining Halls during their summer operation period (approximate value \$4000).
- Gym Membership.
- Yale ID for employment, which gives access to the Yale shuttle system, discounts at local establishments and museums.

**When/if Yale Dining Halls are closed, staff are responsible for providing their own meals.

**To be eligible to receive the room and board benefits, candidates must be available to work over 24 hours a week.

**Housing and dining subject to public health guidance and changes to Yale's COVID-19 policies.

**On-campus housing will only be available May 9 – August 8. Housing will not be provided outside of those dates.

Application:

To apply, please visit our portal at <https://yale.starrezhousing.com/StarRezPortalXEmployment> or you can go to our website at <https://conferencesandevents.yale.edu/about-us/employment>. Priority deadline for applications is Friday, January 20. Application will officially close on Sunday, February 18 at 11:59pm. If you have any questions, please visit our website at <https://conferencesandevents.yale.edu/> or reach out to us through email at ycerecruitment@yale.edu.