

## Hotel Services Manager

Urbana 12 (Functions Team)

### Position Description

Supervised by: Associate Director of Operations – Functions

Supervises: Hotel Services Assistant

Status: Full-time / Exempt / Limited Term (position begins 4/1/12; position ends 3/31/13)

Location: InterVarsity's National Service Center (NSC) – Madison, WI

**To advance the purpose of InterVarsity, this position will** coordinate the utilization of all Urbana Hotel function space. The position will also assist with the administration and organization of special housing blocks and staff housing assignments.

### MAJOR RESPONSIBILITIES

#### Ensure the effective use of Hotel function space:

- In conjunction with the Convention Center Operations Manager, execute plan for allocation of all space, including seminars, manuscript studies, tracks, prayer rooms, lounges, meals, registration, information booths, security, health & wellness, orientation/training, team offices, storage, and special functions
- In conjunction with the Convention Center Operations Manager, implement the system to receive, process, confirm and fulfill requests for space, including location, schedule, and furnishings of such space; clearly and professionally communicate function space request status with internal and external parties
- Collaborate with internal clients regarding their space needs, ensuring proper service and attention to detail
- Using contractual and operational guidelines, execute tasks by meeting all deadlines pertaining to documentation, usage details, signage requests and distribution, and other required provisions
- Ensure the accurate scheduling of all Hotel functions
- Utilize the Urbana Registration/Operations Management System to generate and distribute comprehensive function reports, including but not limited to space usage, change orders, schedules, and furnishings
- Design, implement, and manage onsite communication plan involving hotel CSMs, Catering Managers, InterVarsity staff and volunteers utilizing each space
- Design, implement, and manage plan for hotel functions onsite duties, including Hotel Services team and volunteers; prepare orientation materials and training plan
- Work with all Urbana-contracted hotels to ensure they meet their obligations to provide participants with breakfast
- Work with Transportation Manager in coordination and design of luggage pickup system for Charter Buses

#### Assist with support of Urbana housing:

- Manage the process of compiling, matching, allocating, publishing, and communicating all staff housing assignments
- Assist the Associate Director of Operations with administration and monitoring of special Urbana Housing sub-blocks
- Assist with the monitoring of the Urbana Housing Infoline, effectively partnering with the Associate Director of Operations - Functions to best serve and manage housing questions and special requests

#### Effectively develop and manage Hotel Services Team:

- Supervise any staff or volunteers hired or recruited to work on Hotel Services Team pre-event
- Develop onsite staffing plan
- Ensure effective execution of tasks within the Hotel Services Team
- Manage expenditures and ensure appropriate accounting
- Communicate Hotel Services plans and decisions to constituencies within and without InterVarsity in a way that fosters understanding and partnership

#### Develop healthy, professional relationships with all pertinent service providers for Urbana 12:

- Providers may include Hotel staff, the St. Louis Convention and Visitors Commission Staff, and other outside vendors

**Administration and compliance:**

- Submit requested reports to Associate Director of Operations on time
- Prepare a complete final report by the assigned date

**Contribute to the effectiveness of the Urbana Functions Team:**

- Work in partnership within the team and with other teams as required
- Participate in Urbana Operations Team and other Urbana-related meetings
- Travel to conference site and team meetings as required
- Participate in Mission Department and NSC meetings and events

**Maintain technical, professional and spiritual growth and development:**

- Stay current with computer programs InterVarsity uses to support the above functions
- Attend workshops and classes as necessary
- Develop and execute a professional development plan

**Developing a 10% funding base:**

- Develop and manage a donor base
- Communicate with donors at least quarterly

**QUALIFICATIONS**

- Annually affirm InterVarsity's Statement of Faith
- Bachelor's degree or equivalent experience required
- Previous administrative experience preferred
- Previous project experience preferred
- Previous hotel experience desirable
- A working knowledge of current web applications
- A working knowledge of current Microsoft Software applications (Outlook, Word, Excel, Access and PowerPoint)
- Attendance at a previous Urbana conference strongly preferred
- Effective oral and written communication skills
- Ability to work independently without close supervision
- Ability to work under the pressure of deadlines and manage competing priorities
- Ability and commitment to work effectively in a diverse team environment
- Ability to maintain accurate records and files
- Ability to develop consistent procedures for doing work
- Ability to organize people, events, and details

# Hotel Services Manager InterVarsity Christian Fellowship/USA

## Frame of Reference

All staff members subscribe annually to the Purpose Statement of InterVarsity:

*In response to God's love, grace and truth:*  
The purpose of InterVarsity Christian Fellowship/USA is  
to establish and advance at colleges and universities  
witnessing communities of students and faculty  
who follow Jesus as Savior and Lord:  
growing in love for God,  
God's Word,  
God's people of every ethnicity and culture  
and God's purposes in the world.

This purpose is admittedly more limited than the Great Commission. As a mission extension of the local church, we have adopted boundaries on our activities based on our call to serve a defined group of God's people. Within the context of InterVarsity's purpose, all of the relationships and tasks that staff members engage in as part of their work for InterVarsity have both eternal and temporal components.

### Values:

InterVarsity is committed to developing men and women from diverse cultures, backgrounds, and generations, whom God calls to work with us for both shorter and longer periods of service, as we pursue the call of God in the university world.

### Maturing Disciple of Jesus Christ:

Every InterVarsity staff member is to be a maturing disciple of the Lord Jesus Christ, growing in obedience to the Scriptures. The marks of a long-term love relationship with Christ in the fullness of His Spirit are described in Galatians 5:22: "The fruit of the Spirit is love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self control." In the workplace, this fruit is revealed in healthy working relationships which encourage all staff to accomplish their work and enhance their focus on the spiritual aspects of their work.

### Team Work:

Each individual staff person is a vital member of Christ's body. This means that we will work with one another in ways that honor and encourage all to grow in Christ while accomplishing His work. Our community requires that each individual serve as a team member in a collegial and open environment based on values, relationships, and vision as well as structure and position.

InterVarsity staff, both employees and volunteers, commit to serve God and all InterVarsity colleagues, students, and partners, with sensitivity to both the eternal and temporal dimensions of our work. "Whatever your task, work heartily, as serving the Lord." (Colossians 3:23a)