

Yale Conferences & Events

Job Title: Hospitality Coordinator (HC)

Department: Yale University Conferences & Events (YC&E)

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. A majority 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:

The Hospitality Coordinator (HC) will report to the Office Manager (OM). This position will also work closely with a team of HC's and other seasonal and full-time staff to facilitate the arrival and departure of program participants and staff. The HC will be expected to provide a high level of customer service to clients and participants while demonstrating responsiveness and professionalism. The HC serves as a knowledgeable professional and primary asset in the daily operation of an office. Individuals will be asked to know and understand the workings of the YC&E front desk operations and utilize Salesforce, StarRez, and Trello management systems. This position operates in a public relations capacity by greeting the group organizers and their participants and by courteously and efficiently aiding them as necessary while in residence. A hospitality coordinator will be expected to cultivate and develop relationships with internal and external service providers and serve as a liaison between summer operations and other university departments.

Principle Duties:

Administrative/Office Operations

- Working with a team of hospitality attendants to provide 24-hour front desk coverage and receive inquiries from clients and campus partners via email, phone, walk-in or Salesforce.
- Check participants in and out of StarRez database by issuing and collecting room keys and access cards.
- Assist with the opening and closing of the central office.
- Maintain a log of all client and service provider interactions and document all incidents for follow-up.
- Assist YC&E staff with Ad Hoc tasks that may arise.
- Assist in the locating and disseminating of client and participant related information using Salesforce and StarRez
- Follow up and help resolve open support tickets with YC&E staff and service providers
- Assist in the preparation of check in and check out procedures

Client Relations

- 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.
- Greet participants and handle all inquiries, providing exceptional customer service.
- Develop community and peer relationships, build rapport that fosters open communication, and act as a positive role model.

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Required Experience/Education:

Must be at least a college undergraduate. Customer service and/or operations experience preferred.

Required Skills & Abilities:

- Strong oral and written communication skills for telephone, email, and personal contact.
- Must have a pleasant, helpful attitude, calm under pressure and enjoy customer service.
- Must have the ability to encourage and motivate others to work as a part of a team and adhere to deadlines.
- Attention to detail, organized, patient, and maintain a professional appearance.
- Highly proficient at managing multiple priorities while exceeding client expectations. Demonstrated ability to multitask and deliver requested results.
- Willingness to work diligently and independently.
- Candidate must be dependable and thorough.
- Prior CRM and/or event management software experience is helpful but not required.
- A strong work ethic and internal drive to continually improve will be expected.
- Ability to repeatedly lift 25 lbs.

Duration: Start: May 11, 2020

End: August 10, 2020

This position requires both early morning and late-night hours. Schedule will vary each week with weekend and holiday work regularly required. **A few exemptions to the start and end date may be available with approval from YC&E staff.

Summer Benefits: \$13.00 per hour; free single room in Yale housing (live in not required), meal plan that includes 3 meals a day, campus parking, fulltime hours up 40 per week, gym membership and the possibility of approved overtime that pays time and one half and YC&E apparel. Employees are issued a Yale ID for the duration of employment which gives access to the Yale shuttle system, discounts at local establishments and museums. Meals begin at the open of the first dining hall and conclude with the closing of the last.

To apply, please go to the following link to fill out the online application <https://forms.gle/v86TzEGmwd43nGSL9> then submit your resume and cover letter to David Wright at david.wright@yale.edu. Priority deadline for applications is Friday, January 17th. Application will officially close on Sunday, February 9th at 11:59pm.