Conference Manager Positions

The Office of Conference Services hires 3-5 Conference Managers to assist with specific areas, each of which are vital to the success of any program. The managers are all expected to act as leaders on the Conference Services staff, while facilitating processes and implementing strong organizational skills to provide conference guests with the highest level of service and accommodation. All managers will be ultimately accountable for their own actions and their own areas of management. Managers may be asked to perform specific tasks not listed, but related to duties mentioned in the job descriptions and requirements.

Part-time Manager staff will be required to work an estimated minimum of 15 hours per week, maximum 20 hours per week.

Full-time Manager staff will be required to work an estimated minimum of 30 hours per week, maximum 40 hours per week.

**Full-time candidates may not register for summer classes or have other employment.**

Compensation:

Full Time: Hourly pay starting from $11/hr, plus full summer GT Housing credit

*Opportunities for higher pay rates available, depending on experience with Conference Services.*

Logistics Manager

Successful Candidate Will:

- Possess exceptional communication and organizational skills
- Have superior leadership and supervisory skills to include, but not limited to: effective listening and decision making, ability to motivate staff to produce accurate work under tight deadlines, good judgment, discipline, and willingness to provide assistance
- Possess a creative mind, and motivate staff members to use their own creativity to benefit the mission of the office
- Have advanced knowledge of Adobe Creative Suite, in particular Illustrator and Photoshop, and/or Microsoft Publisher
- Be proficient in the handling of plotting equipment that is used on a day to day basis and able to instruct staff how to successfully complete assigned tasks using said equipment
- Be organized, detail-oriented, and punctual with good time management skills
- Have sufficient understanding of Microsoft Office and Kinetic Software (Kx)
- Work well with Conference Services and Georgia Tech professional staff, as well as, other student management

Specific Job Requirements:

- Facilitate weekly staff meetings
- Participate in general staff training
- Work closely with Conference Services Professional Staff and the GT Parking Office, facilitating open communication to ensure parking passes are tracked, distributed amongst clients, picked-up, and returned appropriately
- Team-lead collaborative efforts between local vendors and Conference Services in order to create promotional materials for conference clients

[https://conference.gatech.edu/apply/managers.cfm](https://conference.gatech.edu/apply/managers.cfm)
Create informational hang-tags, custom maps, event signage, press releases and graphics/text for marketing and sales projects
- Closely monitor office, signage, and basement inventory
- Collaborate with campus facilities and service providers, such as Student Center, CRC, and Food Services to ensure accurate information is distributed to guests
- Work closely with the GT Fire Safety Specialist and Fire Marshal to organize and conduct evacuation drills for long-term conference groups
- Develop concierge-type notebooks of guest information for quick reference and photo-copying (ex: taxi list, list of churches, restaurants, attractions)
- Conduct and collect data from client Evaluation Surveys
- Collaborate with RESNET to create and manage conference guest internet account login information, and troubleshoot issues that arise with accounts
- Update the Logistics Manager manual with protocol changes and updates in preparation of the next summer
- Other duties as assigned by Conference Services Professional Staff

Residential Accommodations Manager

Successful Candidate Will:
- Have superior leadership and supervisory skills to include, but not limited to; effective listening and decision making, ability to motivate staff to produce accurate work under tight deadlines, good judgment, discipline, strong staff support and willingness to provide assistance
- Be extremely organized, detail oriented and responsible
- Have an in-depth knowledge of Microsoft Excel, and be able to quickly utilize unfamiliar software systems
- Work well with Conference Services and Georgia Tech professional staff, as well as other student management
- Enjoy working with people and stress to staff members the importance of providing excellent customer service

Specific Job Requirements:
- Facilitate weekly staff meetings
- Participate in general staff training
- Report concerns and updates to professional and student management
- Reconcile keys with area office staff at start and end of each conference building usage
- Ensure completion of Lost Key Log at the conclusion of each conference
- Order and track re-cores for locks in the event of lost keys
- Provide required charges to client at conclusion of each program to conference coordinators
- Track loaner keys and uphold policies
- Coordinate key packaging and reconciliation for each conference
- Effectively utilize Conference Assistants to assist with projects
- Other duties as assigned by Conference Services Professional Staff

Set-up Services Manager

Successful Candidate Will:
- Be able to lift 50 pounds
- Have superior leadership and supervisory skills to include, but not limited to; effective listening and decision making, ability to prioritize, coordinate staff, ability to motivate staff to produce accurate work under tight deadlines, good judgment, discipline, strong staff support and willingness to provide assistance
- Intermediate to advanced knowledge of basic audio visual equipment
- Work well with Conference Services and Georgia Tech professional staff, as well as, other student management
- Ensure oneself, and staff members, are always dressed according to code
- Stress to staff members the importance of providing excellent customer service as it relates to clients and their equipment

Specific Job Requirements:
Utilize set-up request folders and work closely with coordinators to determine proper times for event set-up/breakdown
Facilitate weekly staff meetings
Participate in general staff training, as well as, individual specialist team training
Report concerns and updates to professional and student management
Ensure all equipment is inventoried
Complete weekly vehicle inspections for all Conference Services vehicles
Review inventory logs for accuracy, as well as, ensure staff signatures and estimated work times are completely filled out on set-up request forms
Provide general maintenance of equipment
Order and coordinate drop off and pick up of linen service materials in conjunction with Warehouse through TMA
Check residence halls pre and post conference for damages, hazards, proper functioning of bathrooms, presence of adequate toiletries/linens
Other duties as assigned by Conference Services Professional Staff

Office Manager

Successful Candidate Will:

- Have significant management and social skills preferably with management and/or teaching experience
- Have superior leadership and supervisory skills to include, but not limited to; effective listening and decision making, ability to motivate staff to produce accurate work under tight deadlines, good judgment, discipline, strong staff support and willingness to provide assistance
- Promote a proactive work attitude but be also able to react professionally and appropriately in stressful and time-sensitive situations
- Have exceptional customer service, organizational and communication skills
- Extremely competent in Microsoft Office and Kinetic Software (Kx)
- Have an intimate knowledge of Georgia Tech Campus and its resources
- Enjoy working with people and stress to staff members the importance of providing excellent customer service
- Work well with Conference Services and Georgia Tech professional and management staff

Specific Job Requirements:

- Develop, update, and execute training and training resources for conference staff
- Manage and organize daily processes of the office, including mail, staff, office keys, and physical office spaces
- Communicate with staff (via person-to-person, email and social media)
- Process summer reservations for meeting spaces
- Provide support for other managers
- Communicate with other departments about relevant Conference Services operations (examples: youth and arrival reports, emergency maintenance processes, etc.)
- Special Projects