PART-TIME SUMMER REGISTRATION & EVENTS COORDINATOR

POSITION OVERVIEW:
The part-time Summer Registration and Events Coordinator will be a key liaison to our growing summer conference business and will work to facilitate excellent customer experiences. Under the supervision of the Summer Housing Coordinator, this position will manage five to eight summer registration programs and work alongside student staff of six to eight Conference Assistants.

SPECIFIC RESPONSIBILITIES:
- Manage the administrative duties of the day-to-day summer operations
- Coordinate and execute summer registrations programs as assigned by the Summer Housing Coordinator
- Be the liaison to all summer programs with a registration component. Coordinate information and housing registration services for clients, including design, build and manage online registration housing accounts
- Process registration payments, collect balance dues, manage and reconcile online accounts. Collaborate with the registration team on deposits, reconciliations and closing out accounts. Maintain accurate accounts through our registration software and Peoplesoft
- Responsible for managing student summer staff billing, check-ins and logistics

SHARED RESPONSIBILITIES:
- Recruitment and some supervision of summer conference assistant staff
- Assist with daily client correspondence via phone, mail, e-mail and fax
- Work with the Summer Housing Coordinator to develop and implement a comprehensive training program for University Event Services summer staff during mid-May
- Work with the Summer Housing Coordinator to create and improve summer policies, procedures, and to create marketing strategies to maximize efficiency, encourage accuracy, and ensure customer satisfaction
- Attend and participate in pre-conference season planning sessions with various departments across campus including Custodial, Dining Services, Continuing Education, Orientation, Residential Life, Transportation and Parking, and Admissions
- Use the department’s financial and summer housing software programs such as: Peoplesoft, Conference Programmer (CP) and Event Management System (EMS), to maintain client information, track correspondence, block space, establish pricing, generate reports and prepare final invoices
- Contract and manage housing and facilities reservations in EMS and CP
- Assist with responding to incidents, complaints, or problems from summer conference clients or guests
- Perform other related duties as assigned by the Summer Housing Coordinator

MINIMUM QUALIFICATIONS
- The department seeks candidates who can demonstrate an ongoing commitment to workplace diversity, sustainability and delivering exceptional value and great experience to customers
- Project and resource coordination skills
- Effective interpersonal, communications and analytical skills
- Ability to work within a team and to work independently
- Proficient in Microsoft Word and Excel
- Demonstrated abilities in proofreading and use of various software programs
- Ability to coordinate multiple projects at various stages of development
- Ability to lift up to 50 lbs.
• Must have a valid driver’s license, good driving record, and take the University’s vehicle training
• Ability and willingness to work flexible hours (occasional nights and weekends in summer May-August).

PREFERRED QUALIFICATIONS:
• Experience working in higher education
• Prior supervisory or peer leadership experience minimum of 5 years
• Financial and hospitality experience strongly preferred
• Work experience in a customer service setting minimum of 5 years
• Experience working with a web-based software
• Knowledge of UVM’s facilities
• Knowledge of UVM policies/procedures and systems

COMPENSATION:
• Pay will depend on experience
• Flexible part-time hours, 15-25 hours per week January to October
• May through August more hours maybe required to support summer programs
• This is a part-time non-benefited position

ABOUT UNIVERSITY EVENT SERVICES

OUR MISSION
To provide exceptional service to our customers, the University community, and guests while consciously promoting an inclusive, educationally purposeful and socially responsible environment.

OUR VISION
To advance or national reputation for excellence in environmentally sustainable conference and event support as evidenced by demand that exceeds institutional resources. As a result, UVM will be in a position to host only those conferences and events that most fully advance the university’s mission.

REVIEW OF APPLICATIONS TO BEGIN IMMEDIATELY & CONTINUE UNTIL POSITION IS FILLED.

To apply send a cover letter, resume and professional references to

summerhousing@uvm.edu

or

The University of Vermont
Attn: Summer Housing
University Event Services
The Villa, 220 Colchester Avenue
Burlington, VT 05405

The University of Vermont is an Equal Opportunity/Affirmative Action Employer. Applications from women, veterans and people from diverse racial, ethnic, and cultural backgrounds are encouraged.