

JOB DESCRIPTION

HR Section:			
Job Code/FLSA:	101636/Exempt	Market Classification Title:	Meetings/Special Events Manager

Manager Section:	
Working Title (Title in MCommunity/Business Card):	<i>Conferences & Summer Operations Manager</i>
Report To Supervisor Name, Working Title:	Michael (Mike) Hill, Asst Director for Conferences and Summer Operations
Department Name:	Conference and Event Services
Work Schedule and Time:	Monday - Friday From 8 am - 5 pm
Mode of Work (Onsite, Hybrid, Mobile/Remote Days):	Onsite minimum 2 days and up to 3 days hybrid (Fall & Winter); Onsite 5-Days (May - August)
Primary Work Locations When Onsite:	Ann Arbor Campus

Department Summary:

Conference and Event Services at the University of Michigan is accepting applications and nominations for the position of Full Conference and Summer Operations Manager. We provide expertise in conference and event management to U-M and external groups. As a member of the team, you will provide sales, operations, and systems support. The department you will support recruits conferences and events, including summer programs and annual conferences, in multiple facilities across the U-M campus.

Position Summary:

Reporting to an Assistant Director, with latitude for exercising independent judgment and initiative within established guidelines, you will work with all clients and service providers to manage client program logistics. You will also be a liaison to a portfolio of clients for the planning and execution of summer operations. You will manage support and student staff as dictated by contracted business.

Position Responsibilities (primary responsibilities and duties expected in this position totaling 100% allocation):

Operations (75%)

- Manage a portfolio of summer programs; including but not limited to managing summer operations in partnership with departments across campus including residential housing, dining, meeting/classroom space, special events and parking. During the spring/summer operational period, this work is fast-paced and high-volume, supporting more than 200 summer programs and over 17,000 participants.
- Coordinate seasonal residence hall operations for assigned summer programs, including housing placements, arrival and departure logistics, service requests, schedule changes, and issue resolution during the high-volume spring/summer conference season.
- Manage assigned event clients, including scheduling and monitoring of all logistical and support service arrangements (facility selection, audio/visual, transportation, dining, catering, housing, and registration)
- Negotiate and partner with service providers on behalf of clients to secure necessary services on and off campus
- Work directly with all registration clients, to coordinate registration process, develop online registration system for fee collection, design confirmation process tailored to needs, monitor enrollment and capacities, and reporting.
- Maintain program data in event management software
- Primary activities and decision-making are predominantly performed independently affecting business operations to a substantial degree.
- Staff client events as dictated by department need, including occasional evening, weekend, or peak-season support during the spring/summer conference schedule. Serve in on-call rotation typically 1-2 weeks over the course of the summer.
- Assist and provide other support to conference operations as assigned.

Financial (15%)

- Work with Business & Finance to process all summer billing; creation of preliminary invoice, communication with client, and closing out of the final invoice.
- Oversee execution of client budgets.
- Authorize payments for materials, services, honorariums and other conference related expenses.
- Manage client billing process (audit and approve billing).
- Reconcile P-card statements on a monthly basis.

Sales (5%)

- Work with the sales team to ensure optimized summer occupancy in residence halls and campus facilities.
- Help with yield management strategies to maximize use of University facilities.
- Assist with site tours, site selections, and sales meetings.

Other (5%)

- Hire, train and manage student staff for summer operations.
- Process payroll for student staff for summer operations.
- Track time allocated to specific client program management; oversee tracking for any support staff assigned to a program.
- As a member of Conferences and Events and Student Life, serve on committees and work teams.
- Participate in staff training and professional development opportunities.
- Other responsibilities as assigned.

Position Responsibilities Criteria (leadership and behavioral qualities expected in this position):

- Demonstrated personal and professional commitment to diversity and a solid understanding of and appreciation for cultural, ethnic, and individual differences.
- Excellent communication, interpersonal, and organizational skills.
- Demonstrated ability to problem solve and be adaptable in a fast-paced environment.
- Demonstrated ability to manage multiple priorities and navigate change effectively.

Required Qualifications:

- Bachelor's degree or an equivalent combination of education and experience.
- Minimum Two years of event management experience in an academic, corporate or related environment;
- Experience with tools like Microsoft Office suite and Google products/suite.
- Valid Driver's License Required

Financial/Budgetary Responsibility:

Position is responsible for conferences and summer programs with related potential revenue up to \$1,000,000 per conference.

Working Conditions:

- Must be willing to travel to off-site conference locations.
- Early mornings, evenings and weekend hours will be required.
- May occasionally require more than 40 hours a week.

Physical Requirements:

- Occasionally move and transport objects weighing up to 30 pounds.
- You may be required to remain in a stationary position for extended periods of time.
- Occasionally move through buildings and campus to attend meetings/events.

Direct Reports:

- 10 – 20 Temporary Student Staff during Summer Operations

