



Opening Date: 08/31/2017  
Closing Date: Open Until Filled

## **Vacancy Announcement #50-17 Assistant Manager of Meeting Services**

**SALARY: NEGOTIABLE**

**DC Residents Preferred**

### **SUMMARY DESCRIPTION**

The Assistant Manager, Meeting Services is responsible for the day-to-day coordination of the Meeting Services Department including meeting room set-up, meeting room refresh and equipment management. Assists in defining work load, expected results and staff assignments. Accountable for delivering expected results to customers. Coordinates all inventory, equipment and resource management. Manages procurement for department. Position reports to the Manager, Meeting Services.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment.

### **EXAMPLES OF WORK ASSIGNED**

- Coordinates meeting room set needs (advance and on-site needs) with Event Managers to ensure quality service to customers.
- Responsible for the development of the work schedules for Meeting Services Department.
- Works with Supervisors to coordinate the day-to-day work of staff ensuring that client expectations are exceeded by thorough analysis of event needs and routine inspections of work.
- Assists Manager with development of annual department budget, monitoring expenditures and managing the budget throughout the year.
- With management team, develops a yearly list of annual equipment needs and comprehensive inventory of all equipment, tools, furniture and supplies. Manages procurement of all needed goods and services.
- Ensures equipment, tools, furniture and supplies are maintained fully operational and stored in a safe, clean and efficient manner.
- Monitors uniform needs, procures uniforms, oversees inventory maintenance and distribution. Ensures storage and cleaning of uniforms is handled effectively. Enforces a standard dress code for uniformed employees.
- Ensures compliance of rules and regulations, procedures, quality standards, and safety measures.
- Recommends and implements technical on-the-job training.
- Ensures that staff is responsive and courteous to customers, service contractors and co-workers.
- Selects, evaluates and disciplines subordinate staff.
- Performs a variety of related tasks and duties as assigned.

### **SKILLS, KNOWLEDGE AND ABILITIES**

- Considerable knowledge of all aspects of coordinating major conventions, meetings, and tradeshow.
- Working knowledge of the hospitality industry with a key emphasis on customer service.
- Excellent problem solving and customer relations skills.
- Ability to express ideas and communicate effectively, both orally and in writing.
- Ability to maintain effective client communications in pressure situations.
- Ability to work a flexible schedule, including days, evenings, nights, weekends and holidays.



### **ADA ESSENTIAL FUNCTIONS**

- Ability to read and write instructions, directions, letters, memos, floor plans, and other written materials.
- Ability to converse orally and utilize standard telephones and two-way radios to receive and communicate information to staff and customers.

### **CORE COMPETENCIES**

- Financial Awareness
- Strategic Thinking
- Project Management
- Operational Effectiveness
- Job Knowledge and Technical Expertise

### **MINIMUM QUALIFICATIONS**

- Bachelor's Degree from an accredited college or university and three (3) years of supervisory experience in a hospitality or convention center environment; OR
- High School Diploma and seven (7) years of set-up experience in a hospitality or convention center environment; OR
- Any equivalent combination of experience, training and/or education.
- One (1) to three (3) years of supervisory/managerial experience.

**In an effort to protect our environment from paper waste all candidates must apply on-line on our website:**

**<http://careers.wcsa.com/employment/application.aspx>**

**Computers are available in the Human Resources' lobby for on-line application purposes**

**Mondays-Fridays, 8:30am to 5:30pm.**

**Washington Convention & Sports Authority**

**Human Resources Department**

**801 Mount Vernon Place, NW**

**Washington, DC 20001**

**All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.**