



Manager of Hospitality and Guest Services

Job Description

JOB INFORMATION

<i>Job Code:</i>	111058
<i>Job Title:</i>	Manager of Hospitality and Guest Services
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or resource workers.
<i>Job Family:</i>	Presidential Administrative Support
<i>Job Family Group:</i>	Administrative Support
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Oversees day to day hospitality and guest operations for the Office of the President, including overseeing food and beverage, facilities, and managing appropriate staffing. Ensures guest satisfaction for presidential and Board of Trustee meetings, in the office, on campus, President's Dining Room and at the University President's home.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		3 years	
	X	5 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Administrative experience in an academic or corporate setting.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages hospitality services for the Office of the President and Board of Trustees meetings including regular Board of Trustee and Executive and Board Personnel Meetings. Coordinates logistics for trustee board and committee meetings.				
Plans and coordinates preparation of presidential office meetings and related details including special requests for meetings. Makes arrangements for guest needs (e.g., audiovisual, computer equipment, photocopying).				
Manages office hospitality for all presidential meetings. Manages catering staff at the office of the president and President's home. Manages the President's Dining Room. Serves as liaison to dining services. Coordinates and analyzes hospitality food and beverage needs for office. Establishes and maintains necessary stock of food and kitchen supplies.				
Manages hospitality expenses and ensures all invoices received are accurate. Collaborates with business office for payment processing. Negotiates financial terms with internal and external vendors according to university guidelines.				
Has responsibility for selection of purchases of presidential gifts and flowers. Provides services such as performing detailed gift research and gathering of data prior to purchases. Determines appropriate gifts for special occasions and reviews selection and cost with chief of staff. Purchases gifts and flowers as appropriate.				
Oversees President's office décor, office and staff gifts, and inventories at the University President's house (e.g., candles, wine, beverages).				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.