



Silver Bay YMCA

Position: Conference Set Up Supervisor

Position reports to: Director of Hospitality Services, Hospitality Services Supervisor

Classification: Full Time/Non-Exempt

Mission: The mission of Silver Bay YMCA is to foster a lifelong sense of belonging, strengthen relationships, and nurture spirit, mind, and body for all.

Vision: The vision of Silver Bay YMCA is to be an outstanding family conference center that provides quality services in a historically rich setting and is recognized as a welcoming community that connects generations, develop leaders, creates world mindedness, and feeds the soul.

General Function: The conference set-up (CSU) team leaders meet with the Hospitality Services Director and/or conference leadership upon arrival. At this meeting, the meeting space assignments, room set-ups, equipment needs and water/food requests are discussed. It is the responsibility of the supervisor to run the daily report and to check in with supervisors to check current status.. It is also the responsibility of the CSU supervisor, Dir. of Hosp. Services or Hosp. Services supervisor to coordinate their staff to see that each of these needs is met in a timely manner with attention to detail.

Supervision: CSU staff

Know How: The incumbent must be in good physical health and able to climb ladders, stairs, move tables, chairs, A/V equipment and perform other manual tasks. Conference Set Up supervisor must work well with people and they must become familiar with Silver Bay's activities and facilities. All CSU staff must be able to operate and do minor repairs on the A/V equipment belonging to Silver Bay. This position requires the ability to respond to guest and staff needs with speed and courtesy. The incumbent must have or learn computer skills in order to use programs such as Maestro, Excel, Word and Facility Dude. The ability to read and write English and interpret oral and written informational data is required and a minimum of one-year experience in the Conference Set Up field is preferable but not required. A high school degree or equivalent is desired, but not required. A valid driver's license is required.

CSU supervisor and staff may be required to help deliver services for Housekeeping such as linens, cots, trash cans, refrigerators etc. when not active delivering CSU services. They are also responsible for BBQ gas deliveries, furniture moving, program assistance and assist whenever other are in need.

Principle Activities:

- The CSU supervisor is responsible for reviewing group function set ups, tear downs and cleanliness of meeting spaces weekly and at the beginning of each shift and lining up the work that needs to happen after his/her shift ends or when he/she is not on the campus.
- The CSU supervisor is expected to work with the staff in cleaning meeting spaces, installing A/V equipment and setting up the meeting space as specified by group leaders, Hospitality Services Dir. Conference Services, Front Desk. Dining Hall supervisors and Directors.
- Supervisor is responsible for making sure the vehicles that the CSU staff use on a daily basis is to be used for the purpose of delivering equipment and assisting other departments in the delivery of their services. CSU supervisor is to report any accidents to the Hospitality Services Dir. and ensure that the vehicles are clean at all times.



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Principle Activities:

- The CSU supervisor is required to carry a radio and keep that radio with him/her at all times to be able to respond to guest needs quickly and efficiently.
- CSU Supervisor is responsible for making sure that the staff is taking the proper care of all Silver Bay and conference group equipment and reporting any broken or missing items to the Hospitality Services Dir. or Conference Services Dir. in the absence of the Hospitality Services Dir.
- The CSU supervisor is responsible for making out the weekly schedule, and posting for the staff and may at times be required to check the payroll punches.
- CSU supervisor will be required to check in on functions and with the Conference Service and Front Desk staff to see if activities are being properly taken care of, to find out any changes such as times, location changes etc. for the evening and morning functions and adjust staff work list as needed so the am shift has what is current with changes.
- Respond to calls from the front desk for cleaning of spaces or delivery of items.
- Practice and instruct safe chemical use.
- CSU Supervisor needs to work with all staff to facilitate moving equipment from other departments around, move guests supplies, assist when other departments need assistance, acquiring donations.
- Any other duties as assigned.
- As a 24-hour operation all staff may be asked to work weekend, evening or night shifts and/or holidays in order to serve our members, guests, and program participants.

Dress Code:

The professional appearance of our staff reflects the responsible dedication of you, the staff member and Silver Bay. We expect your clothes to be clean and you to be neatly groomed when on duty. Staff is expected to wear their badge; staff shirt; black pants or shorts with at least a 4 inch inseam; no denim, no cargo style pants or shorts, and closed toed shoes.

Submit Applications to:

twinchell@silverbay.org