

Specification for Class of

CONFERENCE PROGRAM SUPERVISOR

Abolished Effective June 1, 2005

Definition: Reporting to the Park Manager, administers, coordinates, and evaluates the conference center program and supervises conference center staff in a large state park.

Typical Work

Administers the food services and janitorial/linen contracts;

Inspects meeting areas, performance venues, housing and dorms to set priorities for maintenance;

Coordinates and oversees contracted services, i.e., carpet and drapery cleaning;

Oversees and supervises the conference reservation program;

Reviews evaluations and comments of groups to monitor quality of service;

Reviews and revises park promotional information;

Discusses/resolves issues/problems with operations and management of facilities;

Coordinates and controls inventory of expendable items;

Supervises custodial staff and office staff;

Performs other work as required.

Knowledge and Abilities

Knowledge of: conference management, planning, and coordination; hotel management; marketing; the purposes, organization, policies and rules of the State Parks and Recreation Commission; computer reservation program; purchasing guidelines.

Ability to: supervise; work well under pressure; establish housekeeping and service standards; evaluate services; meet and correspond with prospective and returning conference organizations; maintain inventory records and controls; solve problems; operate and analyze computerized reservation program; effectively negotiate and manage purchase of materials, supplies, and housing inventory and furnishings.

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Minimum Qualifications

A Bachelor's degree in public administration, business administration, hotel management, public relations, or park/resource management.

AND

Four years of experience in the hospitality industry involving the coordination of user groups and the administration and marketing of convention facilities which includes at least one year of management or supervisory experience.

Experience as a park ranger may be substituted, year for year, for the education and/or experience.

New class: 4-14-95