

GORDON COLLEGE

Position Description

Title: Manager, Business Development and Scheduling

Function: Under the supervision of the Director of Business Development and Scheduling, the Manager presides over the campus scheduling software, assists the Director in coordinating the planning for and oversight of the use of college facilities year-round, with a focus on summer conferences, provides oversight over the department's budgets, and performs administrative duties. The Manager also receives special projects from the Vice President of Finance and Business Development Office and the Controller's Office.

Description of Duties and Tasks

Facilities Use and Scheduling

- Provides guidance, expertise, and oversight in the facilitation of efficient and optimized non-academic scheduling of college facilities. Responsible for the overall system administration of the college's scheduling software, 25Live.
- Manages day-to-day system operations and infrastructure maintenance of 25Live, including but not limited to security group assignment, task flow management, and room inventory updates.
- Serves as the primary contact to end-users providing support and training. Develops and updates training manuals and programs. Conducts trainings for end-users on a regular basis. Provides assistance and information to end-users regarding facility use and capabilities. Maintains contact with end-users via telephone, email, and written correspondence.
- Assists the Director with the campus Master Calendar meeting and process.

Conferencing and Events

- Assists the Director in the creation and review of facilities use contracts and in scheduling housing, classrooms, meeting spaces and conference rooms for internal and external groups who use the campus, primarily over the summer months. Manages client relationships through the event management process, as needed.
- Manages housing logistics for summer groups and individuals, including floor plans, welcome packets, access keys, and linens.

- Assists the Director in event management including (on occasion) after hours, on weekends and evenings. Must be able to represent Gordon College well in appearance, manners, and beliefs.
- Hires student Summer Programs Assistants with support from Director. Provides all onboarding and continuous training, and supervises the daily schedule for the Summer Programs Assistants.
- Works with the Director to create a marketing and communication plan to further the use of College facilities year-around, focusing on website management and email campaigns.
- Coordinates with Student Life Office and Gordon Police Department to arrange keys for Christmas break housing and for the beginning and end of summer key exchange.
- Manages the reservation and billing process for events and guests at the Shields House, overseeing the Shields House operating budget and managing the website. Provides concierge duties at the Shields House, as needed.
- Assists the Chair of the Commencement Committee to complete all phases of organizing and hosting Commencement weekend.

Budgeting and Accounting

- Manages the departmental budget accounting and reporting.
- Develops and processes accurate accounting reports for billing summaries, receivables, bed nights, building usage reports, journal entries, income analysis, revenue comparisons, etc.
- Oversees departmental annual budget preparation and implementation.

Administrative

- Supports the daily operation of the Business Development and Scheduling office and the Vice President of Finance and Business Development and the Controller's Office through administrative tasks and utilizing Workplace for purchasing, creating requisitions, and processing invoices.
- Solves problems and provides public relations presence in the absence of the Director of Business Development.
- Manages the Master Vehicle Fleet list including RMV registration renewals, new vehicle registrations, and plate returns.
- Performs other duties as assigned by Director.

Required Knowledge, Skills and Abilities

In order to fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon's Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon's Statement of Life and Conduct; and must work to advance Gordon's mission through this position.
2. Excellent administrative and organizational skills including strong phone and clerical skills. Must be able to work well independently and collaboratively, and be detail-oriented.
3. Strong skills in Excel, Outlook, and Word required. Knowledge of 25Live, Paramount Workplace, and Great Plains helpful, but not required.
4. Basic accounting skills related to processing invoices, purchasing, budget transfers, and department budgeting.
5. Excellent interpersonal and communication skills necessary to deal constructively with faculty, staff, students, and off-campus constituents of the department especially in the areas of scheduling of facilities and coordination of campus events. Experience in event planning helpful.
6. Must be available to work occasional late days, evenings, and weekends.

Position Code: CFU-OFMGR-1

Grade: 4

FLSA Status: Non-exempt