### LEVEL DEFINITION
This level covers positions responsible for providing comprehensive conference management and accommodation services.

### TYPICAL RESPONSIBILITIES
May include: providing conference management and accommodation services; managing accommodation bookings to maximize occupancy; managing guest relations; managing staffing resources to improve efficiencies and quality of hospitality services; recommending housing accommodation and service improvements; and preparing and implementing annual budget for a specific housing unit; and recommending improvements to service standards, policies and procedures.

### DECISION MAKING / LEVEL OF ACCOUNTABILITY
Makes decisions regarding accommodation bookings and operational efficiencies. Work is reviewed in terms of achievement of revenue and efficiency of services provided.

### SUPERVISION RECEIVED
Works under broad policies and guidelines to meet specific goals.

### SUPERVISION EXERCISED
Manages staff directly and indirectly through subordinates.

### MINIMUM QUALIFICATIONS
Undergraduate degree in a relevant discipline. Minimum of five years of related experience, or the equivalent combination of education and experience.