



# Student Labor Position Description

## Multi Work-Learning-Service Level Form

(For combining up to two Work-Learning-Service levels (WLS) on the same form)

Department Name: Boone Tavern Hotel Sales & Catering

Org. #: 3166

Position Title: Catering Sales Associate

WLS Levels: 3 -- 4 Position Codes: S49136 , S49137

Contract Hours: As defined by the status form and/or the grade level descriptions

Current Revision Year:

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### WORK-LEARNING-SERVICE LEVELS (WLS)

- **WLS 1 – Entry Level** – This level is assigned to the following:
    1. All entering students during the first year of enrollment (or first term if entering mid-year); and
    2. Students of any classification whose work is characterized by highly structured tasks or outcomes, relatively low level or number of skills required, typically repetitive or routine tasks, and requiring direct supervision of worker results
  - **WLS 2 – Intermediate Level** – This work typically involves less direct supervision than WLS Level 1, perhaps more work variety, and requires some independent exercise of judgment along with an increasing knowledge of the job.
  - **WLS 3 – Skilled Level** – The work is typically skilled, requires little direct supervision, requires independent judgment on procedures, and has variety and depth. The work includes helping in the training of others and the expectation of contributions toward improvement of the way work is carried out.
  - **WLS 4 – Advanced Level** – Normally involves the supervision of other students, the ability to apply advanced skills, and the capacity to assume higher levels of responsibilities for departmental operations. As with WLS Level 3, the work is typically skilled, requires little direct supervision, allows for independent judgment on procedures, and has variety and depth. The work includes helping in the training of others and the expectation of contributions toward improvement of the way work is carried out. Labor Departments may require WLS level 4 positions to be more than the minimum 10 hour commitment; if so, the Status Form will reflect this requirement.
  - **WLS 5 – Management Level** – **Must be a 15 hour commitment – Allocation of a WLS Level 5 is limited and must be approved by the Dean of Labor / Labor Team.** *Prerequisite: One term at WLS level 3 or 4 and no forms of academic, labor, or social probation.*

This level demands an understanding of departmental policies and relationships. Students are expected to develop and model strong interpersonal / communication skills in the workplace. In addition, students must demonstrate autonomy, high level skills, and assume advanced level responsibilities for departmental functions and/or programs. This level is assigned to the following:

    - Student managers in the department; or
    - Students responsible for managing highly technical positions within the department; or
    - Master level student artisans
  - **WLS 6 – Director Level** – **Must be a 15 hour commitment – Allocation of a WLS level 6 is limited and must be approved by the Labor Program Council.** *Prerequisite: One term at level 4 or 5 and no forms of academic, labor, or social probation.*

Students assigned to this level serve as role models as workers and as students, displaying behaviors and values that are consistent with the Berea College Workplace Expectations -- both on and off the job. These positions require the highest levels of worker autonomy, advanced skills sets, and supervisory responsibilities for individuals, student managers, and departmental operations. Students must be involved in the following:

    - Supervision of other student managers; or
    - Supervision of students in highly technical positions
  - **WLS UC – Unclassified** – The positions of Student Government Association President, Campus Activities Board chair, chime Editor, and pinnacle Editor is unclassified. These positions involve the highest levels of autonomy and responsibility as in the case of WLS level 6 positions.
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#### I. WLS Levels 3 -- 4

#### II. Description of Duties for This Position:

A. The following duties are assigned to WLS level 3:

1. Responsible for sending donations and compensations to clients. Maintain the donation log.
2. Post Checks to Maestro
3. Monitor Hotel rates on third party websites
4. Organizing ideas and materials for project work
5. Ensuring all BEOs are signed
6. Create and Edit bookings on Maestro
7. Organizing Ashley's and Donna's Office
8. Checking rooms and meeting spaces set up before events
9. Responsible of Monthly/Bi- weekly calls to the welcome centers are well stocked with brochures
10. Organize student schedules

11. Maintain menus and prices Boone Tavern offers to clients
12. Receives and returns S & C calls when manager is unavailable
13. Completes "event inquiry" form- with detail notes
14. Trains new students
15. Oversee project work assigned to new students
16. Runs reports from Maestro & update forecast report twice monthly
17. Responsible for decorating and overseeing wedding reception items provided by wedding party.

B. In addition, WLS level 4 would be responsible for the following duties:

1. Same duties for WLS Level 3 apply to WLS Level 4 except a Level 4 student can quote meeting space availability to prospective clients.
2. Go out on outside sales calls with Catering Sales Manager or DOS

### **III. Learning Opportunities for This Position:**

A. The following are learning opportunities for WLS level 3 :

1. Leadership Skills in hospitality
2. Gains high standards of service
3. Develop oral and written interaction skills with customers and Co-workers
4. Learns the importance of team work and become detail-oriented

B. In addition, the following are learning opportunities for WLS level 4 :

1. Same Learning Opportunitites for WLS level 3 applies to WLS level 4 except this level will develop confidence with oral communication by additional interaction with prospective clientele.

### **IV. Qualifications Needed For This Position (Indicate Any That Are WLS Level Specific):**

- A. Ability to work with Microsoft Excel
- B. Enthusiasm for working and communicating with others
- C. Good event planning skills
- D. Proficient with Maestro
- E. Detail-oriented