



CLARK ATLANTA UNIVERSITY Job Description

Position Title:	Director, Presidential Residence Operations & Hospitality
Department:	Office of the President
Reports To:	Special Assistant to the President

The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.

General Function (Description):

The Director of Presidential Residence Operations & Hospitality provides executive-level leadership for the management, presentation, and strategic use of the Clark Atlanta University President's Residence. This role ensures the residence operates at the highest standard of excellence, serving as both a private home and a premier venue for institutional hospitality, donor engagement, and presidential-level events.

The Director is a trusted steward of the University's brand and traditions, overseeing residence operations, event execution, guest experience, and vendor coordination with discretion, professionalism, and a deep commitment to CAU's mission. This position plays a critical role in advancing the University's image through impeccable service, culturally attuned hospitality, and seamless operational oversight.

Examples of Duties and Responsibilities:

Residence Operations & Executive Stewardship

- Lead all daily operations of the President's Residence, ensuring cleanliness, organization, safety, and hospitality readiness.
- As governed by the Board of Trustees, maintain elevated standards for décor, presentation, and the overall aesthetic environment aligned with CAU's brand.
- Coordinate preventative maintenance, repairs, and capital improvements in partnership with Facilities Management.
- Oversee inventory of household supplies, furnishings, tableware, and event-related assets.
- Ensure the residence is consistently prepared for official functions, VIP visits, and presidential engagements.

Presidential Event Planning & Execution

- Serve as the primary planner and on-site director for events hosted at the residence, including trustee dinners, donor receptions, alumni gatherings, faculty functions, and student engagement activities.
- Collaborate closely with the Office of the President, Institutional Advancement, and University Events to ensure alignment with institutional goals and protocols.
- In partnership with University Meetings and Events support event logistics including catering, décor, rentals, guest flow, and event setup/breakdown.
- Deliver seamless, high-touch guest experiences that reflect CAU's culture, heritage, and

standards of excellence.

Hospitality & Guest Relations

- Serve as the lead host/hostess for residence-based events, embodying warmth, professionalism, and cultural competence.
- Coordinate accommodations and hospitality for trustees, dignitaries, donors, and other high-profile guests.
- Uphold formal etiquette, protocol, and service standards appropriate for an HBCU presidential environment.
- Anticipate needs and ensure a welcoming, dignified experience for all visitors.

Staff & Vendor Leadership

- Supervise residence staff, including housekeeping, culinary support, and event personnel as applicable.
- Work collaboratively with other University staff to ensure consistent, high-quality service delivery.
- Manage external vendors such as caterers, florists, rental companies, security, and maintenance providers.
- Monitor the performance against contracts and ensure adherence to CAU standards and expectations.

Budget & Administrative Oversight

- Manage operations within the budget established by the University for the operation of the President's Residence.
- Track expenses, reconcile invoices, and ensure cost-effective stewardship of university resources.
- Maintain detailed records of events, vendor agreements, inventories, and operational procedures.
- Support compliance with university policies, procurement guidelines, and risk management protocols.

Confidentiality & Executive Discretion

- Handle all residence and event matters with the highest level of confidentiality and professionalism.
- Exercise sound judgment and maintain a calm solutions-oriented presence during high-visibility events involving senior leaders, donors, and external partners.

Knowledge, Skills and Abilities:

- Exceptional organizational, event planning, and project management skills.
- Strong interpersonal communication and relationship-building abilities.
- High attention to detail, aesthetics, and presentation.
- Ability to manage multiple priorities and remain composed in a dynamic, fast-paced environment.
- Budget development and financial management experience.

- Knowledge of formal etiquette, protocol, and executive-level hospitality standards.
- Strong hospitality instincts and a refined sense of service and presentation.
- Professional presence, discretion, and sound judgment.
- Demonstrated cultural competence and a ability to assess and respond to unforeseen circumstances.

Preferred Attributes

- Experience in higher education, private clubs, luxury hotels, or executive residences.
- Familiarity with donor relations, advancement events, and institutional protocol.
- Proactive, anticipatory approach to service and operations.
- Commitment to service excellence and the mission of Clark Atlanta University

Minimum Hiring Standards:

Education	<ul style="list-style-type: none"> • Bachelor’s degree preferred (Hospitality Management, Business Administration, Event Management, or related field).
Years of Experience	<ul style="list-style-type: none"> • Minimum of 5 years of experience in hospitality, estate management, luxury residential operations, or high-level event management. • Experience supporting senior executives, high-profile individuals, or institutional leadership strongly preferred. • Experience in higher education or mission-driven organizations is an asset.
Years of Management/Supervisor Experience	

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