

University Commons and Student Activities

Graduate Assistant

Reservations Coordinator

Specific duties and responsibilities

This position serves as the assistant to the Manager of Conference Services.

A. Reservations services

1. Reserve University Commons facilities for all users; reserve facilities campus wide for student organizations; assist Manager of Conference Services as needed with campus reservations.
2. Initiate billing and maintain accurate records of customer invoicing and collections.
- 3.. Prepare and distribute a comprehensive weekly calendar listing all events scheduled in the UC and all activities sponsored by student organizations throughout the campus.
4. Prepare a comprehensive daily schedule of events for the Police and Plant Operations departments as well as internal use.
5. Handle event services process to include: facility confirmation, preparation of work orders, invoicing and ITS requests.
6. Provide advice and assistance to student organizations in event planning; schedule appointments for users with appropriate UCSA staff as necessary; initiate Event Registration Forms and Request to Serve Alcohol Forms as required.
7. Consult with appropriate UCSA staff to ensure that the facility and service needs of student organizations and other users are met effectively and efficiently.
8. Respond to last minute changes in schedule.

B. Other duties

1. Serve as needed as a generalist at the Reservation Desk.
2. This position may be required to drive state vehicles or rented vehicles in the course of departmental, divisional, or university business.

Professional Proficiencies

1. Supervisory and leadership skills.
2. Crisis management and problem-solving skills.
3. Quality control
4. Organization, writing and communication skills
5. Time management
6. Computer experience (Event Management System, Meeting Maker, Outlook Explorer, WordPerfect, Microsoft, etc.
7. Customer service
8. Collaborative work experience with a diverse constituency
9. Resource management
10. Process improvement
11. Development of policy and procedures
12. Multi-tasking
13. Development, facilitation and evaluation of programs and services

Selection Criteria

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| Required | <ul style="list-style-type: none">- Demonstrated customer service skills<ul style="list-style-type: none">- Excellent communication skills (verbal and written)- Attention to details- Ability work in a busy, high contact, high traffic area- Ability to handle several functions together- Ability to follow-up on tasks- Ability to work "regular" business hours- Computer skills (word processing) |
| Preferred | <ul style="list-style-type: none">- Able to learn new information quickly- Knowledge of University facilities and campus life- Desire to work in a student services/student development environment |