

JOB DESCRIPTION

The Reservations Assistant is a position in the Loker Student Union, Inc. The incumbent will be a Loker Student Union, Inc., non-exempt, staff employee and will adhere to the policies, rules, regulations and employment standards established by Donald P. and Katherine B. Loker Student Union, Inc. The Loker Student Union is a student funded facility designed to accommodate the social, recreational and co-curricular needs of the university community and is a part of the Auxiliary Services within the Division of Enrollment Management and Student Affairs.

Reservations Assistant

Donald P. and Katherine B. Loker Student Union, Inc.

Workweek Class: Non-exempt, part-time (hourly)
Work Schedule: 20 hours per week, 10am-2:00pm, Tues.-Sat. (Saturday hours may vary)*(*subject to change*)
Comparable State Classification: Reservations Assistant

Responsible to: Assistant Director, Loker Student Union, Inc.

The Reservation Assistant is a member of the Loker Student Union Reservations team. The position is designed to cover a wide range of general and/or specialized administrative responsibilities in support of Event scheduling and Reservations for the Loker Student Union, Inc. This includes but is not limited to general office duties, facilities reservation and event planning and coordination as described below.

Job Responsibilities:

40% Facilities Reservations - Process requests for facilities use for on and off campus users utilizing Event Management Scheduling Software in accordance with Facility Use Policies and Procedures. Prepare all reservation paperwork and maintain records. Assist with preparation of agreements and reserve space for vendors. Assist with monitoring compliance with all terms of Off-Campus Vendor Program. Typical duties in this category include:

- ❖ Explain reservation process to clientele and reviews applicable policies.
- ❖ Maintain master reservations calendar and computerized reservation system for facilities and equipment.
- ❖ Assesses appropriate fee for facility usage, equipment, personnel and other services.
- ❖ Perform general filing and maintains daily, monthly and annual records of reservations.

30% Event Planning and Coordination - Work directly with customers to determine all event details to include set up, audio/visual and catering needs. Coordinate all reservation needs for registered student organizations and serve as liaison when reserving University Space. Coordinate with appropriate service providers to ensure events involving their services are appropriately modified (Catering, Instructional Media Services, University Parking, University Police, etc.). Provide direction and coordinate with set up crew to ensure event details are communicated. Coordinate and attend pre-event meetings when necessary. Typical duties in this category include:

- ❖ Assist clients with event functions by making recommendations for logistical components of events.
- ❖ Determine event needs and make arrangements with appropriate external service providers.
- ❖ Provide standard or custom set up information to set up team.
- ❖ Communicate with other campus entities to ensure appropriate approvals for events and reservations have been granted.

20% General Office Duties- Provide assistance in general office functions by answering phones, screening calls, and greeting visitors. Ensure copies of reservation related forms are available for pick up for customers at front desk, and information desk. Ensure reservation records are organized and archived and the end of each month. Prepare various facility use statistical reports. Assist in developing innovative solutions to adapt guidelines and procedures to meet growing needs of the organization. Typical duties in this category include:

- ❖ Prepare and disseminates reservation paperwork until reservation packet is complete.
- ❖ Provide quality customer service when answering phones and greeting customers.
- ❖ Assist with general up keep of the office by maintaining an organized work area.
- ❖ Prepare periodic statistical reports related to reservations.

10% Other Duties as Assigned- Provide support to all areas of Loker Student Union, Inc. operations through cross-training, especially in other office functions. Typical duties in this category include:

- ❖ Attend meetings and work as liaison to committees as assigned by supervisor.
- ❖ Use judgment and discretion in determining the methods and priorities of scheduling events.

- ❖ Serve on Committees.
- ❖ Attend training workshops.

Qualifications:

Knowledge- S/he must possess functional knowledge of and skill in standard office procedures and practices with the ability to understand and operate in a variety of organizational areas, as determined by management. Knowledge of business mathematics beyond basic arithmetic. Strong computer skill is necessary, especially the use of word processing and spreadsheet software (e.g. Microsoft Word, Outlook , Excel and Publisher);

Abilities- S/he must possess strong organizational skills and communication skills with the ability to work as a team player in an ethnically diverse and culturally pluralistic staff. Possess thorough knowledge of English grammar, spelling and punctuation while having the ability to learn, interpret independently and apply policies and procedures both orally and in written form. S/he must be able to manage multiple concurrent tasks, exercise sound judgment and be able to critically analyze situations to determine logical and appropriate outcomes. S/he will need to possess the ability to set priorities and meet deadlines. Must be able to work with a variety of campus and community constituents demonstrating effective interpersonal skills.

Education- High school diploma plus 60 units college coursework complete.

Experience- The Reservation Assistant will possess a combination of experience and training equivalent to at least two years reservation/ scheduling experience.

Preferred Qualifications:

- Familiar with Event Management System Scheduling Software.
- Experience scheduling for a facility on a university campus.
- Experience working in a high traffic public facility.
- Bachelors Degree

Salary: \$16,500.00 (12 months); non-exempt, standard schedule. A complete benefits package is also offered.

Closing Date: Position open until filled. For full consideration all materials must be received by **5:00pm, Friday, October 21, 2011.**

Application procedure: A complete application package must include an application with names, addresses and phone numbers of three professional references. All materials must be postmarked by the closing date listed above. Questions should be directed and materials mailed or hand delivered to:

**Reservation Assistant Search Committee
Loker Student Union, Inc.
California State University, Dominguez Hills
1000 East Victoria Street
Carson, CA 90747**

For additional information, please call (310) 243-3854 during regular business from 8:00am- 5:00pm Monday- Friday.

Note: The Loker University Student Union, Inc. hires only individuals lawfully authorized to work in the United States; an Equal Opportunity, Affirmative Action, section 504, Title IX Employer, minorities, women and disabled persons are encouraged to apply.

