

Campus Reservations Student Assistant

Position Description

Student Affairs Department • University of Wisconsin-River Falls

Title:	Campus Reservations Student Assistant
Department:	Student Affairs Department
Reports to:	University Conference Coordinator
Classification:	Level 2
Appointment:	Academic year
Remuneration:	Hourly wage \$7.00 per hour, averaging 6-8 hours per week.

Position Summary

A Campus Reservations Student Assistant is an undergraduate student employee working for the Student Affairs Department. This position is the primary campus reservations staff person on duty and is responsible for providing customer service to individuals who telephone, e-mail, web-request or visit the University Center to request room reservations. The employee is jointly responsible with the University Conference Coordinator in maintaining the daily/weekly schedule of events for the set up staff. This position requires reservations desk coverage during the standard business day and some evening and/or weekend hours.

Preferred Knowledge, Skills, and Abilities

Attention to detail with a highly developed ability to organize
Data entry and computer skills
Familiarity with standard audio, visual, and technical equipment used for meeting presentations
Basic knowledge of University of Wisconsin River Falls buildings and outdoor spaces

Responsibilities

- A. Serve as a source of information for what spaces are available for events using the EMS computer software program
- B. Communicate face-to-face, talking on the phone, or having e-mail conversations with the customer to determine the details associated with a meeting or event
- C. Communicate and enforce University policies and procedures for the use of facilities. (University Center, South Hall, North Hall, Centennial Science, Kleinpell Fine Arts, Ag Science, Wyman, Karges, RDI, and outdoor spaces)
- D. Complete the processing of room reservations with detailed information collected from the customer related to room setup, food service, audio, visual, and technical equipment, as well as guiding the customer to the best space for the type of event being scheduled
- E. Document and relay important information to department personnel on campus when an event is scheduled that requires additional support
- F. Relay information to security and setup crews regarding last minute changes to events
- G. Work as a team member with other Campus Reservations Student Assistants with a focus on excellent customer service
- H. Attendance is required for training prior to the start of the Fall and Spring semesters, and staff informational meetings throughout the semester as scheduled by your supervisor
- I. Assist the University Conference Coordinator, the Associate Director of University Centers, Conference Services Coordinator, Production Services Coordinator, and Operations Coordinator as needed

Qualifications and Conditions of Employment

- A. Must be enrolled as a full-time student during the period of employment
- B. Maintain a minimum cumulative grade point average of 2.0 before and during employment