Job Title: Campus Reservations Student Assistant

Level: Entry
Revision Date: 5/8/15
Pay Rate: $8.00-$9.25/hour

Job Reports To: Campus Reservations Coordinator

Job Summary/Position Purpose

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 Campus Reservations Office to request room reservations in person. This position requires reservations desk coverage during the standard business day and some evening hours.

Minimum Position Requirements

- Must be enrolled as a full-time student during the period of employment
- Maintain a minimum cumulative grade point average of 2.0 before and during employment
- Must be able to attend all training and be available to cover On-the-Job-Training shifts through the start of the academic year.
- Must attend bi-weekly staff meetings. Dates to be determined.

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

Hours of Work

A Campus Reservations employee will be required to maintain at least 15-20 hours per week during the academic year. Work schedule is determined by the supervisor based on student employee’s availability. Additional opportunities may be offered for employment during J-term, Spring Break and summer months as determined by the supervisor.

Compensation

This position is paid hourly and work-study is not required to be eligible.

Performance Reviews

Performance reviews are conducted with the Campus Reservations Coordinator at least once per semester.
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**Essential Tasks, Duties and Responsibilities**

**General Duties**

- Serve as a source of information for what spaces are available for events using the EMS computer software program
- 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
- Communicate and enforce University policies and procedures for the use of facilities (University Center, Hagestad Hall, South Hall, North Hall, Centennial Science, Kleinpell Fine Arts, Ag Science, Wyman, Karges, RDI, and outdoor spaces)
- 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
- Document and relay important information to department personnel on campus when an event is scheduled that requires additional support
- Relay information to security and setup crews regarding last minute changes to events
- Work as a team member with other Campus Reservations Student Assistants with a focus on excellent customer service
- 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
- Assist the Campus Reservations Coordinator, the Associate Director of University Centers, Conference and Event Services Coordinator, Production Services Coordinator, and Operations Coordinator as needed

**Equal Opportunity Employer**

Student Affairs – Campus Reservations Student Assistant is an Equal Opportunity Employer and seeks to reflect the diversity of the University community. Campus Reservations Student Assistant welcomes students of every academic discipline. To qualify for Campus Reservations Student Assistant employment, you must be a currently registered student in good academic standing at UW-River Falls. Financial Assistance is not a requirement for Campus Reservations Student Assistant employment.