



The Donald P. & Katherine B. Loker University Student Union, Inc.
California State University, Dominguez Hills
1000 E. Victoria Street, Carson CA 90747

RESERVATIONS COORDINATOR

Reports To: Building Services Manager **FLSA Status:** Non-Exempt **Position Category:** Regular Full-Time

The Loker University Student Union, Inc. (LSU) is an auxiliary of California State University, Dominguez Hills and is a California 501(c)3 Not For Profit Corporation. The facility, totaling approximately 120,000 square feet, houses the University Bookstore, Campus Dining, Associated Students, Inc., in addition to various meeting facilities, lounges and recreational space. As the hub of campus activity, the mission of the Student Union includes “providing cultural, social and recreational programming that supports the educational mission of the University” and “providing programs and services that enhance the quality of life” for members of the campus community.

SUMMARY

Under the supervision of the Building Services Manager, the Reservations Coordinator performs a wide range of general administrative responsibilities in support of event scheduling and reservations for the Loker Student Union (LSU).

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Processes requests for facilities use for on and off campus users in accordance with Facility Use Policies and Procedures utilizing scheduling software.
- Prepares all reservation paperwork and maintains records. Prepares agreements and reserves space for vendors and monitors compliance with all terms of vendor program.
- Coordinates reservations for registered student organizations and serves as liaison when reserving university space.
- Explains reservation process to clientele and reviews applicable policies; coordinates vendor reservations and communicates with the Information Desk.
- Maintains master reservations calendar and layout schematics on computerized software systems for facilities and equipment; assesses fees for facility usage, equipment, personnel, and other services; processes event invoicing and collect payments.
- Maintains collaborative relationships with key university departments (Campus Dining Services, Facilities Scheduling, Office of Student Life, Instructional Media Services, University Parking, University Police, etc.).
- Performs general filing and maintains daily, monthly, and annual records of reservations; prepares periodic statistical reports related to reservations as requested.
- Works directly with customers to determine all event details to include set up, audio/visual, and catering needs.
- Works with campus service providers to ensure event needs are coordinated and/or modified appropriately.
- Provides direction and coordinates with set up crew to ensure event details are communicated. Coordinates and attends event planning meetings when necessary.

- Coordinates and facilitates weekly reservation logistics meetings with applicable LSU staff and campus service providers.
- Provides general office functions by answering phones, screening calls, and greeting visitors. Ensures copies of reservation related forms are available.
- Ensures reservation records are organized and archived monthly. Assists in identifying needs and innovative solutions to modify guidelines and procedures to meet growing needs of the organization.
- Recruits, hires, trains and evaluates student staff. Coordinates work schedules and conducts routine meetings for evaluation and on-going training. Assigns and monitors projects and tasks. Supervises reservations payments.

SUPERVISORY RESPONSIBILITIES

Directly supervises student assistants who function as Reservation Clerks. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

High School diploma; and 1 year of related experience and/or training; or equivalent combination of education and experience. Bachelor's degree preferred.

LANGUAGE SKILLS

Ability to read, analyze, and interpret technical journals, and financial reports /statements. Ability to respond to common inquiries or concerns from team members, client, regulatory agencies, or outside financing sources. Ability to effectively present information to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Regularly exercises discretion and independent judgment.

COMPUTER SKILLS

To perform this job successfully, an individual should have advanced knowledge of MS Office, including Excel, Word, and Outlook, Adobe Sign, and Google Suite. Preferred experience with systems software EMS Enterprise, 7 Point Solutions, and/or Social Tables.

CERTIFICATIONS LICENSES & REGISTRATIONS

Certified Meeting Planner or Certified Special Event Planner certifications preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds, and often lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and color vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees in this position work indoors. Periodic evening or weekend work may be required. Occasional travel may be required. Regular public contact is required. The noise level in the work environment is usually moderate.

CONDITIONS OF EMPLOYMENT

This position is employed by the LSU and is subject to related personnel policies and procedures. Employment is on an at-will basis and can be terminated by either an employee or the LSU at any time with or without cause or advanced notice. Permanent status can neither be obtained nor granted.

A general background check (including criminal records check) must be completed satisfactorily before any candidate can begin a position. Failure to complete the background check satisfactorily may affect the application status of applicants or continued employment of current LSU employees who apply for the position.

LSU hires only individuals lawfully authorized to work in the United States.

EQUAL EMPLOYMENT OPPORTUNITY

LSU is an Affirmative Action/Equal Opportunity Employer. Applicants for employment will be considered without regard to race, color, religion, ancestry, national origin, age, sex, gender, gender identity/expression, sexual orientation, genetic information, medical condition, marital status, disability, covered veteran status, or other status.

COMPENSATION

The anticipated annual salary is \$50,434. LSU offers full medical benefits, dental benefits, vision benefits, CalPERS retirement benefits, education assistance, and voluntary telework.

PRIORITY SCREENING

The position will remain open until filled. Review of applications will begin December 3, 2022.

To apply for the position, please visit <https://www.lsucsudh.org/professional-positions/>. A professional employment application and resume must be submitted for candidate consideration.