

## **Reservations Support Clerk**

- Pay Classification:** Student Assistant Level II; \$17.90-\$18.65 per hour.
- Work Schedule:** Up to 20 hours per week as assigned.
- Training Period:** 90 days probationary period with possibility of extension.

### **General Statement:**

Under the supervision of the Reservations Coordinator, the Student Reservations Assistant will provide support and coordinate day-to-day operations for the Loker Student Union (LSU) Reservations and Event Services office. The Student Reservations Assistant is responsible for the daily processing of reservation/s, performing clerical tasks, implementation and communication of policies and procedures governing room reservations. In addition, the Student Reservations Assistant is a part of the overall LSU team and supports setup team functions when necessary.

### **Specific Duties & Responsibilities:**

- Distribute required reservation document/s, process reservation request/s, and event coordination with client.
- Book reservation request/s using reservation booking software, Enterprise Management Systems (EMS).
- Identify and provide appropriate LSU facility and campus space referral/s for efficient use of space.
- Receives and screens a high volume of telephone and walk-in inquiries for LSU Reservations and Event Services.
- Coordinate audio visual/media service needs for events held in the Loker Student Union.
- Maintain accurate inventory of all logistical support equipment (i.e. tables, chairs, projector carts, cables, etc...).
- Input and track payment/s for reservation/s with incurred costs.
- Generate reports on facility usage, maintain accurate up-to-date information on pending and confirmed events.
- Assists with the development of publicity and marketing of facility space through formal and informal mediums.
- Assists with the schematics/diagramming for events held on LSU grounds.
- Adheres and implements LSU and Student Assistant Employee Handbook policies and procedures.
- Keeps informed about the daily LSU and University activities, programs, events and services offered.
- Ensure that the Reservations and Event Services area is clean, well-maintained and organized.
- Attend required student employee staff meetings and trainings.
- Assist with other duties and/or special projects as assigned.

### **Skill Requirement:**

- Minimum 1-year retail or customer service experience required.
- Preferred experience in event planning/coordinating, hospitality industry, and/or contracts and agreements.
- Ability to manage multiple projects simultaneously and effectively in a fast-paced auxiliary organizational setting.
- Ability to communicate clearly and effectively using oral and written mediums.
- Good organizational skills: ability to prioritize, complete assigned work duties and handle a wide variety of task.
- Attention to detail.
- Must be self-motivated, able to work independently, and use good judgment.
- Strong interpersonal and group communication skills for work in a team environment.
- Willingness to work with an ethnically diverse, culturally pluralistic student body and staff.
- Knowledge of basic office equipment including computer terminal, telephone, fax machine, and copier.
- Work performed involves bending, stooping, and lifting light to heavy objects.
- Computer literacy: Microsoft Word and Excel.

### **Employment Eligibility:**

Employment with LSU is open to any qualified CSUDH student enrolled at least half time, 6 units undergraduate or 4 units graduate, and has a legal right to work in the United States. In addition, the student employee must at least have a 2.0 cumulative G.P.A. for undergraduate students and 3.0 cumulative G.P.A for graduate students. Individuals enrolled only in extension courses are not eligible for hire.