University of Connecticut Student Union Student Reservationist

Position Overview:

Under the supervision of and reporting to the Full-Time Reservationist, the Event Services Student Reservationist will be responsible for assisting customers with basic facility requests, inputting logistical information into EMS (Event Management Software), and receptionist and clerical duties.

Position Responsibilities:

- Responsible for enforcing all Department, University, and related policies and procedures in matters related to the Student Union
- Supports an environment that encourages, values, and delivers outstanding customer services
- Answering calls and directing callers to appropriate personnel and resources as needed
- Greets patrons who visit the office with an open and friendly demeanor
- Radio Student Union staff as necessary to support customer and office needs
- Answer questions regarding the reservation process
- Input meeting and event details into EMS
- Verify that Student Organizations, University Departments, and External Clients (Vendors) have met all requirements for reserving the space
- Attends weekly staff meetings and trainings as required
- Completes various projects assigned by the Reservationist
- May cross train as an Event Monitor and/or an Information Center Attendant to provide emergency coverage
- May cross train as an Event Services Student Assistant to include either or all the following:
    - Event Production Student Assistant Duties
    - AV Services Student Assistant Duties

- Event Coordinator Student Assistant Duties

Minimum Requirements:

- Availability to work shifts between 8am and 5pm, Monday through Friday
- Excellent oral, written, and interpersonal skills
- Highly motivated and willing to learn
- Strong attention to detail
- Basic knowledge of Microsoft Word
- Ability to respect the rights and privileges of others and to demonstrate civility to foster an inclusive community

Preferred Requirements:

- Basic customer service experience
- Availability to work a minimum of 8-hours per week
- Basic knowledge of Microsoft Outlook, Excel, PowerPoint, and Teams Experience in a Student Union or equivalent environment, or in a high-volume customer service environment
- Event planning, coordination, or management experience
- Previous experience handling confrontation with customers and/or coworkers