

Reservations Support Clerk

- Pay Classification: Student Assistant Level II; \$16.50-\$17.25 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.

Closing Date:

Review of applications will begin on **XXXX X, 2023**, and continue until the position is filled; however, the position may close when an adequate number of qualifies applications are received. To complete an application, visit www.lsucsudh.org click on Employment or visit the administration office in the Loker Student Union Room 131.