

- I. **Title:** Reservations Coordinator
- II. **Description/Scope:** The Reservations Coordinator is responsible for the training, scheduling and guidance of the Reservations Assistants, as well as understanding complex Reservations programs.
- III. **Supervisor:** Building Operations Manager
- IV. **Pay Rate: \$11.25/hour**  
*\*Compensation according to the University Union Wage Rate Guidelines (updated winter 2022)*
- V. **Time Commitment:** The Reservations Coordinator must be able to work year round. During the school year, the Reservations Coordinator will work roughly 20 hours per week, and during the summer they will work 20-40 hours per week.

**VI. Responsibilities:**

- a. Supervise and assist in the overall operations, including: invoicing, comment cards, filing, customer service and ordering of supplies.
- b. Coordinate large conferences and weddings with appropriate signage, tours, alcohol request forms, food waiver forms, customer service and coordination of meetings with the customer and the University Dining Service.
- c. Oversee all reservations created to check for appropriate room space, setup and equipment reserved.
- d. Coordinate the marketing needs of the University Union Reservations area with the Graphic Artists and the Promotions Coordinator.
- e. Develop and maintain the Reservations training manual and procedural guides.
- f. Continue an on-going list of all registered Student Organizations that do not show up for scheduled rooms and those that are in rooms without a reservation.
- g. Attend weekly event planning meeting with Coordinators to discuss and confirm meeting details. Follow-up and make any changes identified in the meeting.
- h. Attend the monthly Student Coordinator meetings as planned by the University Union.
- i. Perform all other duties and projects assigned by the Building Operations Manager.
- j. Provide accurate information to the University Union customers in person, over the telephone or by email. Communicate to customers in a timely and professional manner.
- k. Enforce campus and University Union policies and procedures.

**VII. Qualifications:**

The Reservations Coordinator must have various computer software experiences with the ability to learn quickly. The Coordinator must have strong communication and organizational skills, detail-oriented, leadership experience and the ability to work independently with little supervision. Knowledge of the University Union policies and procedures, along with a general knowledge of the operations of the University Union is preferred.

**\*\*All University Union employees must be enrolled in at least 6 undergraduate or 5 graduate credits per semester while maintaining a minimum cumulative GPA of 2.5 and have a minimum of 4 semester of schooling left at time of hire.**

Updated: 01/04/2022

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