

TITLE: Scheduling Student Assistant

CLASSIFICATION: Student Assistant

WAGE RANGE: \$16.50 per hour, up to 20 hours per week

DEPARTMENT: Operations

Under the direction of the Santos Manuel Student Union (SMSU) Scheduling Coordinator, Scheduling Student Assistants perform a wide variety of general office duties relative to scheduling event space in the SMSU. They are the first point of contact for the high-volume, customer service-orientated Scheduling Department and are versed in all applicable policies and procedures for hosting events in the SMSU. In using the Event Management System (EMS) database, the Scheduling Student Assistants are able to maintain all aspects of event-related information, including inquiries, contacts, logistics, reporting, and accounting.

JOB DUTIES:

- Staffs the Scheduling Department, serving as a customer's first point of contact for all on-campus events scheduled in the SMSU.
- Assists clients in planning events, which may include concerts, lectures, live performances, and conferences.
- Responds to inquiries for use of the SMSU event spaces and makes recommendations for alternative venues when necessary.
- Ensures proper approval of documents and processes.
- Maintains the EMS database in terms of processing new reservations, altering current reservations, and referencing previous reservations for use in future reservations.
- Adds the proper furniture, audio visual supplies, and other event related equipment to the EMS database for each booking as determined by the needs of the client.
- Follows up on tentative reservations to collect incomplete, updated, and final event details.
- Produces SMSU room cards and setup reports.
- Manages incoming phone calls, including voicemail messages, on a daily basis.
- Performs a variety of general office tasks including answering phones, taking messages, filing, photocopying, scanning, and dispensing information.
- Assists with audio visual equipment, setups, and maintenance in the SMSU as needed.
- Reports any unusual occurrences to supervisors.
- Communicates and enforces SMSU policy and operating procedures to effectively express expectations to customers, students and employees using the facility.

- Develops and supports professional working relationships with SMSU staff, SMSU student assistants, university departments, faculty and student organizations.
- Receives pre-payments for events and processes funds according to SMSU policies and procedures.
- Reports maintenance problems and broken or unsafe equipment to the appropriate party immediately.
- Attends all staff workshops and trainings.
- Maintains strict adherence to safety procedures.
- Reviews scheduling procedures and makes recommendations for policy change.
- Meets regularly with colleagues and supervisors to analyze and discuss operational issues.
- Provides research and reports as assigned.
- Other duties as assigned.

QUALIFICATIONS:

- Currently enrolled CSUSB Student
- 2.0 or above GPA
- Detail-oriented, well organized, and able to remain focused in an environment with constant interruptions
- Project management and organizational skills
- Ability to manage a multitude of tasks simultaneously, under pressure, and with accuracy
- Ability to work under time restraints and meet deadlines
- Ability to adhere to work rules, follow directions, use time effectively, and work productively
- Dedication to providing superior customer service
- Ability to work independently and without close supervision
- Strong verbal communication skills required, including ability to share relevant information, ask questions, listen well and respond appropriately
- Ability to communicate effectively in writing
- Ability to learn and use various computer software programs and processes including: scheduling software, email programs, web browsers, and office related word processing programs
- Comfortable dealing with the public and communicating with customers, students, and staff
- Ability to establish and maintain cooperative relationships with co-workers and clients
- Enthusiasm for working with a culturally diverse student population, staff, and guests