# Reservation Assistant

## Event Services

**Job Description**

Reservation Assistant works under the direct supervision of the Reservation Managers, a team responsible for the reservation and booking process for over 22,000 reservations annually. The Reservation Assistant facilitates and assists the Reservations team by processing event/meeting requests and providing excellent customer service to student organizations, University departments, and non-affiliated groups.

**Specific Duties & Responsibilities**

- Process basic level meeting requests for Union rooms, outdoor spaces, and general-purpose classrooms assuring all event details are input as requested by the client into Event Management Software (EMS)
- Create a positive customer experience by providing administrative support including, greeting guests, managing phone calls, and other clerical duties
- Assist in the data input of conference details held in Union meeting rooms
- Maintain Reserve Carolina accounts
- Consult with customers on tentative bookings and update reservation statuses
- Track and maintain reports on space usage trends
- Assist in responding to emails in a shared email account
- Assist with financial and budget processes by collecting billing information
- Communicate policies and procedures to Event Services clients

**Requirements & Qualifications**

Required:
- No experience required
- Demonstrated ability of customer service skills
- Demonstrated ability to successfully interact with internal and external stakeholders
- Demonstrated ability of written and verbal communication
- Proficient in Microsoft Office Suite and web-based computer systems

Preferred:
- Event planning experience
- Demonstrated knowledge of UNC meeting and event venues

**Learning Goals & Competency Development**

As a result of employment in this position, students will:
- Identify different communication styles
- Effectively schedule and execute meetings & events
- Create and apply creative problem-solving skills

**JobX LEARNING OUTCOMES (FWS Positions Only)**

- Communication; Professionalism & Work Ethic; Creativity & Problem Solving

**Available Openings**

<table>
<thead>
<tr>
<th>Hours</th>
<th>$8.80</th>
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<tbody>
<tr>
<td>Monday – Friday 8:30AM – 5:30PM (10-12 hours per week)</td>
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<tr>
<td><strong>Time Frame</strong></td>
<td>Academic Year 2019-2020</td>
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<tr>
<td><strong>Contact Name</strong></td>
<td>Jené Ward, Rhiannon Williams, Noelle Oxbol</td>
</tr>
<tr>
<td><strong>Contact Email</strong></td>
<td><a href="mailto:jenew@email.unc.edu">jenew@email.unc.edu</a> ; <a href="mailto:rwilli12@email.unc.edu">rwilli12@email.unc.edu</a> ; <a href="mailto:noxboel@email.unc.edu">noxboel@email.unc.edu</a></td>
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<tr>
<td><strong>Work Location</strong></td>
<td>Carolina Union Event Services, Suite 3103</td>
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<tr>
<td><strong>Phone</strong></td>
<td>919-966-3832, 919-966-5069</td>
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