

# Reservation Assistant

## Event Services



<b>Job Description</b>	<p>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.</p>
<b>Specific Duties &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• 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)</li> <li>• Create a positive customer experience by providing administrative support including, greeting guests, managing phone calls, and other clerical duties</li> <li>• Assist in the data input of conference details held in Union meeting rooms</li> <li>• Maintain Reserve Carolina accounts</li> <li>• Consult with customers on tentative bookings and update reservation statuses</li> <li>• Track and maintain reports on space usage trends</li> <li>• Assist in responding to emails in a shared email account</li> <li>• Assist with financial and budget processes by collecting billing information</li> <li>• Communicate policies and procedures to Event Services clients</li> </ul>
<b>Requirements &amp; Qualifications</b>	<p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• No experience required</li> <li>• Demonstrated ability of customer service skills</li> <li>• Demonstrated ability to successfully interact with internal and external stakeholders</li> <li>• Demonstrated ability of written and verbal communication</li> <li>• Proficient in Microsoft Office Suite and web-based computer systems</li> </ul> <p><b>Preferred:</b></p> <ul style="list-style-type: none"> <li>• Event planning experience</li> <li>• Demonstrated knowledge of UNC meeting and event venues</li> </ul>
<b>Learning Goals &amp; Competency Development</b>	<p><b>As a result of employment in this position, students will:</b></p> <ul style="list-style-type: none"> <li>• Identify different communication styles</li> <li>• Effectively schedule and execute meetings &amp; events</li> <li>• Create and apply creative problem-solving skills</li> </ul>
<b>JobX LEARNING OUTCOMES</b> <i>(FWS Positions Only)</i>	<p>Communication; Professionalism &amp; Work Ethic; Creativity &amp; Problem Solving</p>
<b>Available Openings</b>	<p>8</p>
<b>Hours</b>	<p>Monday – Friday 8:30AM – 5:30PM (10-12 hours per week)</p>
<b>Hourly Rate</b>	<p>\$8.80</p>

<b>Time Frame</b>	Academic Year 2019-2020
<b>Contact Name</b>	Jené Ward, Rhiannon Williams, Noelle Oxboel
<b>Contact Email</b>	<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>
<b>Work Location</b>	Carolina Union Event Services, Suite 3103
<b>Phone</b>	919-966-3832, 919-966-5069