

Reservation Coordinator

Event Services



<p>Job Description</p>	<p>Reservation Coordinator 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 Coordinator 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. This position assists in the guiding of Reservation Assistants.</p>
<p>Specific Duties & Responsibilities</p>	<ul style="list-style-type: none"> • Process and assist in planning intermediate level requests for specialized events/meetings in the West Lounge, Art Gallery, and general purpose classrooms, inputting information into Event Management Software (EMS) • Assist in the training and mentoring of Reservation Assistants including assisting in the performance review process • Conduct client meetings and follow ups with the Reservation Managers and/or Lead • Create a positive customer experience by providing administrative support including greeting guests, managing phone calls, and other clerical duties • Curate information for data input for events/meetings held in Carolina Union reservable rooms • Initiate follow-up communication with client after events to gather service concerns and suggestions for future events • Track and analyze reports on space usage trends including running weekly event reports • Complete daily office tasks including but not limited to communicating with clients in person, phone and email; collaborating with Event Services departments; providing excellent customer service to all; and competing other duties as assigned • Assist with financial and budget processes, such as reviewing and editing event charges • Enforce policies and procedures to Event Services clients and troubleshoot client concerns
<p>Requirements & Qualifications</p>	<p>Required:</p> <ul style="list-style-type: none"> • Combination of formal training and work experience, including experience working as a Reservation Assistant • Demonstrated intermediate competency in event planning and understanding • Demonstrated ability to work independently with limited supervision • Demonstrated ability for critical thinking and project management • Demonstrated ability to execute independent decision-making • Demonstrated ability to successfully interact with internal and external stakeholders • Exemplary customer service skills • Demonstrated ability to work in a computer-based environment <p>Preferred:</p> <ul style="list-style-type: none"> • Working knowledge of campus venues and event spaces

Learning Goals & Competency Development	As a result of employment in this position, students will: <ul style="list-style-type: none"> • Learn and apply enhanced communication and customer service skills • Develop and sustain professional relationships based on mutual respect • Collect and analyze necessary information for addressing an issue or task
JobX LEARNING OUTCOMES <i>(FWS Positions Only)</i>	Communication; Collaboration & Leadership; Creativity & Problem Solving
Available Openings	7
Hours	Monday – Friday 8:30am – 5:30pm (10-12 per week)
Hourly Rate	\$9.50
Time Frame	Academic Year 2019-2020
Contact Name	Jene Ward, Rhiannon Williams, Noelle Oxboel
Contact Email	jenew@email.unc.edu ; rwilli12@email.unc.edu ; noxboel@email.unc.edu
Work Location	Carolina Union Event Services, Suite 3103
Phone	919-966-3832, 919-966-5069