# Reservation Coordinator

## Event Services

### Job Description

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.

### Specific Duties & Responsibilities

- Process and assist in planning intermediate level requests for specialized events/meetings in the West Lounge, Art Gallery, and general purpose classrooms, imputing 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

### Requirements & Qualifications

**Required:**

- 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

**Preferred:**

- Working knowledge of campus venues and event spaces
| Learning Goals & Competency Development | As a result of employment in this position, students will:  
• 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 |
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<tr>
<td>JobX LEARNING OUTCOMES (FWS Positions Only)</td>
<td>Communication; Collaboration &amp; Leadership; Creativity &amp; Problem Solving</td>
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<tr>
<td>Available Openings</td>
<td>7</td>
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<tr>
<td>Hours</td>
<td>Monday – Friday 8:30am – 5:30pm (10-12 per week)</td>
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<tr>
<td>Hourly Rate</td>
<td>$9.50</td>
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<td>Time Frame</td>
<td>Academic Year 2019-2020</td>
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<tr>
<td>Contact Name</td>
<td>Jene Ward, Rhiannon Williams, Noelle Oxboel</td>
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<tr>
<td>Contact Email</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>
</tr>
<tr>
<td>Work Location</td>
<td>Carolina Union Event Services, Suite 3103</td>
</tr>
<tr>
<td>Phone</td>
<td>919-966-3832, 919-966-5069</td>
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