

Reservation Lead

Event Services



<p>Job Description</p>	<p>In this lead role, the Reservation Lead works under the direct supervision of the Reservation Managers, a team responsible for the reservation and booking process for over 22,000 reservations annually. This position 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 trains and serves as a mentor and guide for the Reservation Coordinators and Reservation Assistants.</p>
<p>Specific Duties & Responsibilities</p>	<ul style="list-style-type: none"> • Electronically process and assist in planning advanced level requests for specialized events/meetings in general purpose classrooms and Carolina Union event spaces, inputting information into Event Management System (EMS) • Assist in the training and mentoring of Reservation Coordinators, including assisting in the performance review process and implementation of Fall and Spring trainings • Independently conduct client meetings and follow ups, providing updates to Reservation Managers as necessary • Oversee the electronic input and implementation of event details for each event assigned from the initial request to the post-event follow up after the event conclusion, acting as a main point of contact to the client during the entire event planning process • Initiate, collect, and utilize feedback from internal and external stakeholders after events to notify Event Services teams and overall better our services • Create and analyze reports related to Reservation team goals and space usage • Assist with financial and budget processes, such as creating and reviewing event charges in accordance with booking policies • Enforce and evaluate policies and procedures of Event Services to troubleshoot client concerns and provide a better customer experience • Oversee and ensure the completion of daily office tasks including but not limited to communicating with clients in person, phone and email • Provide excellent customer service by collaborating with Event Services departments • Must be comfortable serving as part of a diverse team that includes people with varying beliefs and backgrounds
<p>Requirements & Qualifications</p>	<p>Required:</p> <ul style="list-style-type: none"> • Combination of formal training and work experience, including experience working at least 2 full semesters in the Reservations office • Demonstrated advanced 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 • Demonstrated knowledge of campus venues and event spaces • Advanced knowledge of the policies and procedures of Event Services,

	<p>Carolina Union, and the University</p> <ul style="list-style-type: none"> • Demonstrated ability to lead others, implement trainings, and conduct performance evaluations • Experience in fast-paced, high-energy work environments
Learning Goals & Competency Development	<p>As a result of employment in this position, students will:</p> <ul style="list-style-type: none"> • Develop and apply project management skills • Gather, analyze, and implement a solution to a critical issue • Collaborate with internal and external stakeholders to execute project plans • Connect transferable skills gained through this role to professional career goals
JobX LEARNING OUTCOMES (FWS Positions Only)	Communication; Collaboration & Leadership; Creativity & Problem Solving
Available Openings	6
Hours	Monday – Friday 8:30am – 5:30pm (12-15 per week)
Hourly Rate	\$10.30
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
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