

RESERVATION ASSISTANT – LEVEL 2

POSITION SUMMARY:

- Reservations Assistants support all functions of the Davis Center Operations & Events Office and deliver outstanding customer service. These staff members work directly with campus event clients to plan and schedule events, process EMS reservations, participate in logistical planning for event execution, provide reports to event management, create event diagrams, and assist with overall needs of students, faculty, staff, and guests.

RESERVATION ASSISTANT LEVEL 2 RESPONSIBILITIES

- Collaborate with event clients from a wide variety of campus partners and Davis Center service providers as necessary to follow up with questions and to make sure all documentation are received to help ensure smooth event execution.
- Independently plan and schedule large capacity events and meetings utilizing EMS (UVM's online scheduling system).
- Advise clients from all areas of campus on resources available for event support, such as equipment inventory, audio-video, and labor.
- Design and execute event plans and diagrams utilizing Social Tables (Davis Center's software for event design and planning) with strict adherence to Davis Center best practices and fire code.
- Participate in pre-event planning meetings with campus client(s).
- Maintain orderliness and cleanliness of office space
- Perform all responsibilities associated with the position of Reservation Assistant Level 1

RESERVATION ASSISTANT - LEVEL 1 RESPONSIBILITIES:

- Utilize customer service and receptionist skills: answer phones, greet customers and assist with a pleasant, positive, outgoing attitude.
- Independently plan and schedule large capacity events and meetings utilizing EMS (UVM's online scheduling system).
- Collaborate with event clients from a wide variety of campus partners and Davis Center service providers as necessary to follow up with questions and to make sure all documentation are received to help ensure smooth event execution.
- Advise clients from all areas of campus on resources available for event support, such as equipment inventory, audio-video, and labor.
- Schedule tabling and small capacity boardroom events utilizing EMS (UVM's online scheduling system); contact patrons as necessary to follow up with questions and to ensure all documentation is received.
- Design and execute event plans and diagrams utilizing Social Tables (Davis Center's software for event design and planning) with strict adherence to Davis Center best practices and fire code.
- Participate in pre-event planning meetings with campus client(s).
- Complete day-to-day office and event-related tasks and special projects as assigned.
- Maintain orderliness and cleanliness of office space.
- Assist Davis Center staff in creatively contributing to our social justice and environmental stewardship goals.
- Attend all scheduled meetings and training sessions.
- Perform all responsibilities associated with the position of Office & Reservation Assistant Level 1
- Other duties as assigned.

RESERVATION ASSISTANT – LEVEL 2

Position Description – Student Employment

Updated: July 2022

QUALIFICATIONS:

- Must be a currently matriculated University of Vermont student in good standing
- Must have held Reservation Assistant Level 1 position for at least one (1) academic semester or be approved by Direct Supervisor to have sufficient background / training for the position.
- Demonstrated proficiency with EMS and Social Tables software packages.
- Must have an understanding of on-campus events and facility use policies and procedures and ability to articulate these as necessary to event clients.
- Enthusiasm for working in a diverse, team-centered, and environmentally friendly office environment.
- Understanding of and attention to high quality customer service skills.
- Ability to professionally handle a variety of situations simultaneously in a busy office setting.
- Motivation to increase and share in the community building at the University of Vermont
- Strong customer-service, communication, problem-solving, and organizational skills
- Strong typing and computer skills.
- Ability to positively represent the Davis Center and the University.

SKILLS & EXPERIENCE ACQUIRED THROUGH EMPLOYMENT:

- Enhanced customer-service, communication, organization, and problem-solving skills.
- Increased knowledge of office functions and procedures and of campus facilities and events.
- Event planning and coordination skills; experience with on-line reservations system.
- Enhanced customer service and organizational skills.
- Experience working on a diverse and environmentally friendly staff committed to personal and professional growth.
- Familiarity in utilizing facility reservations systems and software, and web technologies to obtain and share information.
- Increased knowledge of the Davis Center, The University of Vermont, and Burlington.
- Experience working on a diverse and environmentally friendly staff committed to personal and professional growth.