

California State University, Fresno Foundation

RESERVATIONS CENTER COORDINATOR – STUDENT UNIONS JOB ANNOUNCEMENT #24-623

POSITION SUMMARY:	<p>Full-time, benefited position available for the Student Union through the California State University, Fresno Foundation. Under the general direction of the Assistant Director, the Reservations Center Coordinator schedules and coordinates customer reservations for the University Student Union (USU), Resnick Student Union (RSU), Satellite Student Union (SSU), and outdoor meeting and event facilities with student clubs and organizations, campus departments and off-campus customers. This position will also help support in other areas within the Student Unions and Student Involvement. This position plays a vital role in advancing the unit’s mission to foster student engagement in co-curricular student learning and campus community building experiences.</p>
ESSENTIAL JOB FUNCTIONS:	<p>Under the general supervision of the Assistant Director, the Reservations Center Coordinator will be responsible for the following:</p> <ul style="list-style-type: none"> • Schedule and coordinate customer reservations for USU, RSU, SSU and outdoor meeting and event facilities with student clubs and organization, campus departments and off-campus customers. <ul style="list-style-type: none"> ○ Ensure that all facilities are booked appropriately; addressing procedures and policies related to risk management, guest safety, facility specifications and size, and priority usage guidelines. ○ Meet with event coordinators and prospective clients to discuss needs such as setup, equipment, tickets, box office and other issues. Advise customers on all relevant policies, procedures and expectations. Interpret and apply University Policies as they relate to the usage of USU, RSU, SSU and outside facilities. ○ Arrange room set, equipment, ticket sales and other necessary services for each scheduled event in coordination with custodial and production supervisors. ○ Assist with invoicing and accounts receivable for all RSU/USU/SSU and outside facility rentals. ○ Maintain records and files on rental applications, Facility user agreements, deposits, insurance riders, permits and other documentation. ○ Maintain the USU/SSU facility-scheduling calendar using EMS and update calendar items to campus 25 Live system. ○ Coordinate the department’s licensing, updating and maintenance of EMS software and ensure staff are trained to utilize the software correctly and efficiently. ○ Attend Event Review Committee pre-event planning meetings to discuss individual events, campus risk management and safety entities. ○ Send written requests for service to Plant Operations and others as needed. • Deliver outstanding customer service consistent with our customer service excellence philosophy. • Serve as a lead to student employees within the Reservation Center. • Participate in the establishment of student learning outcomes for the Union’s service center functions, and ensure learning, satisfaction and benchmarking assessments are conducted and analyzed regularly. Collect, analyze and report on data regarding service center operations. • Assist with the management and oversight of the Information/Welcome Center. • Assist with student employee training, including customer service, for all service areas in the Student Unions. • Communicate effectively to a wide variety of audiences including senior administrators, faculty, staff, parents, students, and community members. When needed, act as Student Involvement facility liaison to Environmental Health and Safety, University Police, Parking, Facilities, Dining Services, vendors and other campus entities.

	<ul style="list-style-type: none"> • Provide exceptional level of service in responding to inquiries, providing information to external and internal clients, recommending and implementing solutions to problems. • Assist with managing safety and security processes for USU, RSU, and SSU facilities: • Follow emergency preparedness and critical incident reporting procedures. <ul style="list-style-type: none"> ○ Ensure pre-event planning interactions include information relative to risk management and safe event planning. ○ Maintain all safety and training documentation for areas of responsibility. Follow Association procedures for reporting accidents. • Perform other duties as assigned.
POSITION REQUIREMENTS:	<p><i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p> <ul style="list-style-type: none"> • High School diploma required. Bachelor’s degree preferred. • Minimum of two (2) years related work experience. • Experience in scheduling facilities in a University or related environment strongly preferred. Experience with computerized reservations or scheduling strongly preferred.
COMPENSATION:	\$18.26 - \$19.23 per hour (\$38,000.00 - \$40,000.00 annual), depending on experience. Benefits include medical, dental, vision, life insurance and 401K, vacation, sick, and holiday pay.
DEADLINE:	Application review begins on <u>July 2, 2024</u>; open until filled.
TO APPLY:	<p>Please visit the Auxiliary Human Resources page at https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html for job announcement and application.</p> <p>E-mail completed application & resume to: HRAUX@LISTSERV.csufresno.edu</p>

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION

*California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>
Employment for this position is by the California State University, Fresno Foundation. This is not a State of California position.*

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