**UCCS UNIVERSITY CENTER**

**DEPARTMENTAL JOB DESCRIPTION**

Scheduling Lead Staff Member (Student Assistant III)

**JOB SUMMARY**

This is a part-time job involving approximately 20 hours per week. The Scheduling Lead reports directly to the Assistant Director for Events and Scheduling of the University Center. The position involves hours between the times of 8am-6pm Monday through Friday and at least one Saturday shift per month from 8am-12pm, worked around the class schedule. Preferred that applicant has worked for University Center for at least one semester prior to application with positive evaluations (summer term is included). Preference given to staff who have prior experience supervising their peers. Experience in a similar position on or off-campus will also be considered. Work-study preferred but not required.

**RESPONSIBILITIES**

1. Act as a representative of the University Center to students, faculty, staff, and community.

2. Staff the Event Services Office between the hours of 8am and 1pm by answering phone and managing walk in clients.

3. Attend the weekly Event Logistics and Events/Catering meetings and all scheduled trainings, including monthly Auxiliary leadership trainings.

4. Follow all policies and procedures of the University Center including uniform and proper equipment handling.

5. Check and respond to email regularly (at least every 24 hours).

6. Serve as a direct point of contact for event day customer service.

7. Manual labor including frequent moving of equipment of up to 50lbs.

**SPECIFIC DUTIES**

1. Responsible for maintaining updated Student Club contact information.

2. Responsible for entering event information into event software(s) for each event processed.

3. Responsible for following up with clients on missing information from their events.

4. Must have excellent customer service skills and maintain a friendly and productive work environment at the Scheduling Office front desk.

5. Must have excellent attention to detail to ensure accurate data entry.

6. Attend a Student Club Orientation each year.

7. Assist with communication to Event Assistant staff to ensure all events are set-up correctly and to answer any clarifying questions they may have. If the Lead cannot answer the question it is their responsibility to forward the inquiry on to the appropriate professional staff.

9. Spot cleaning and readjusting or resetting of facilities in between times of use as needed.

10. Immediately report to Assistant Director for Event Scheduling, Building Manager, Public Safety, or Risk Management any health and/or safety problems depending on the severity.

11. Immediately report to Assistant Director for Event Scheduling or Building Manager any incidences or activities out of the norm. i.e. broken equipment, upset clients.

12. Answering phones and taking reservations/messages as necessary.

13. Responsible for processing event requests off of the virtual event system.

14. Keep the Events email as up-to-date as possible, sorting emails and sending them to the appropriate professional staff.

15. Create diagrams as needed in Social Tables.

16. Help maintain a cohesive team environment.

17. Other duties as assigned.

**COMPENSATION PLAN**

4103 Intermediate/Advanced- Salary Range: $12.82-$18.00

* This position is eligible for sick leave under the Colorado Healthy Families & Workplaces Act
* The University of Colorado Colorado Springs is committed to providing a safe and productive learning, living and working community. To assist in achieving this goal, we conduct background investigations for all prospective applicants being considered for employment. Background investigations include a criminal history record check, and when appropriate, a financial and/or motor vehicle history check.
* UCCS is an equal opportunity and affirmative action employer. In compliance with applicable laws and in furtherance of its commitment to fostering an environment that welcomes and embraces diversity, the University of Colorado does not discriminate on the basis of race, color, creed, religion, national origin, gender, disability, age, veteran status, sexual orientation, gender identity or expression, genetic information, political affiliation or political philosophy in its programs or activities, including employment, admissions, and educational programs.