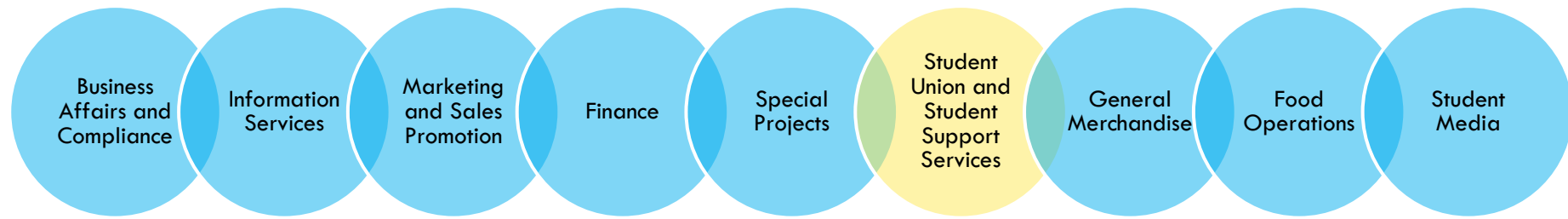
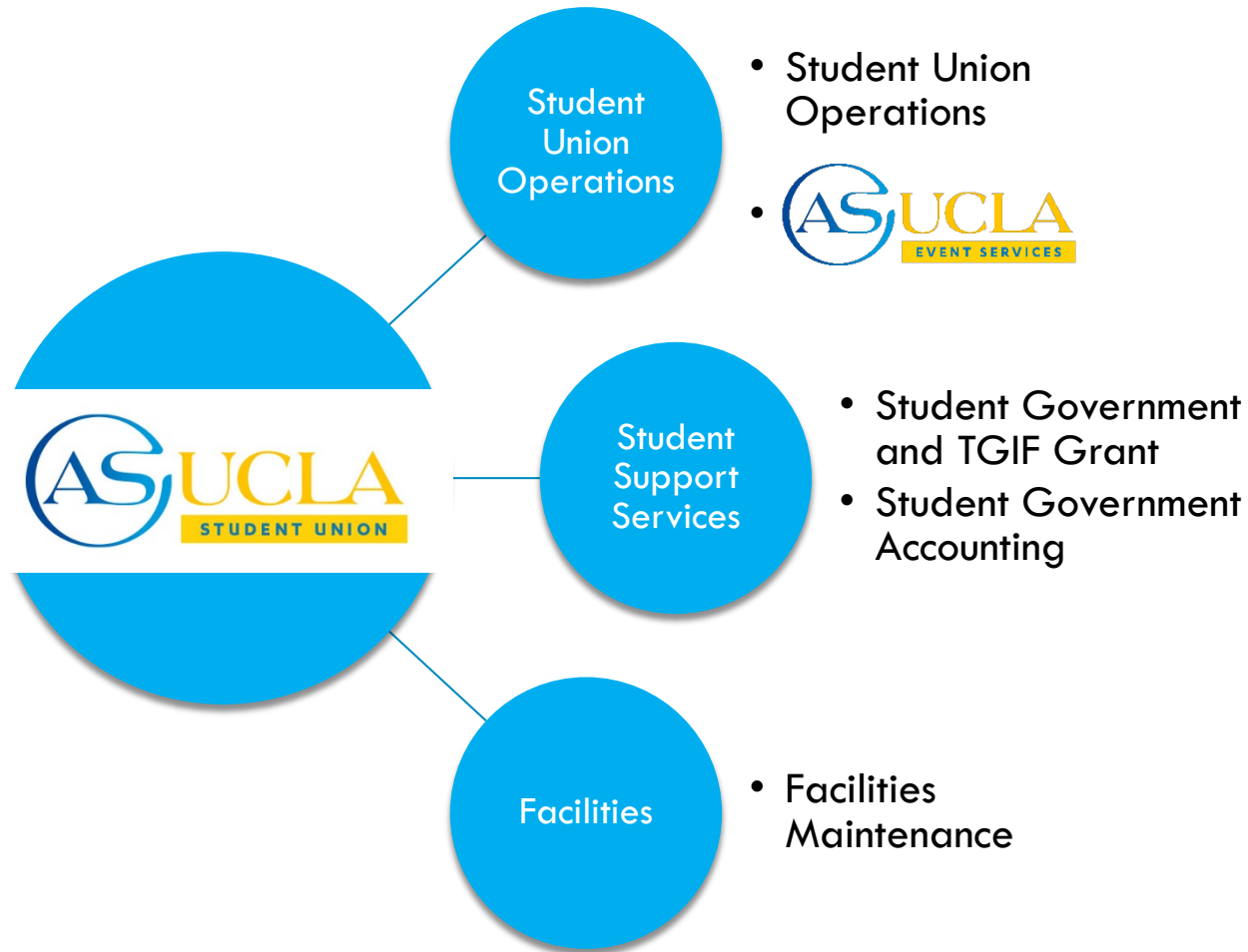




Student Employee Restructure Transition Plan



Where we fit...





Reservationist Structure - Current

1 6 3

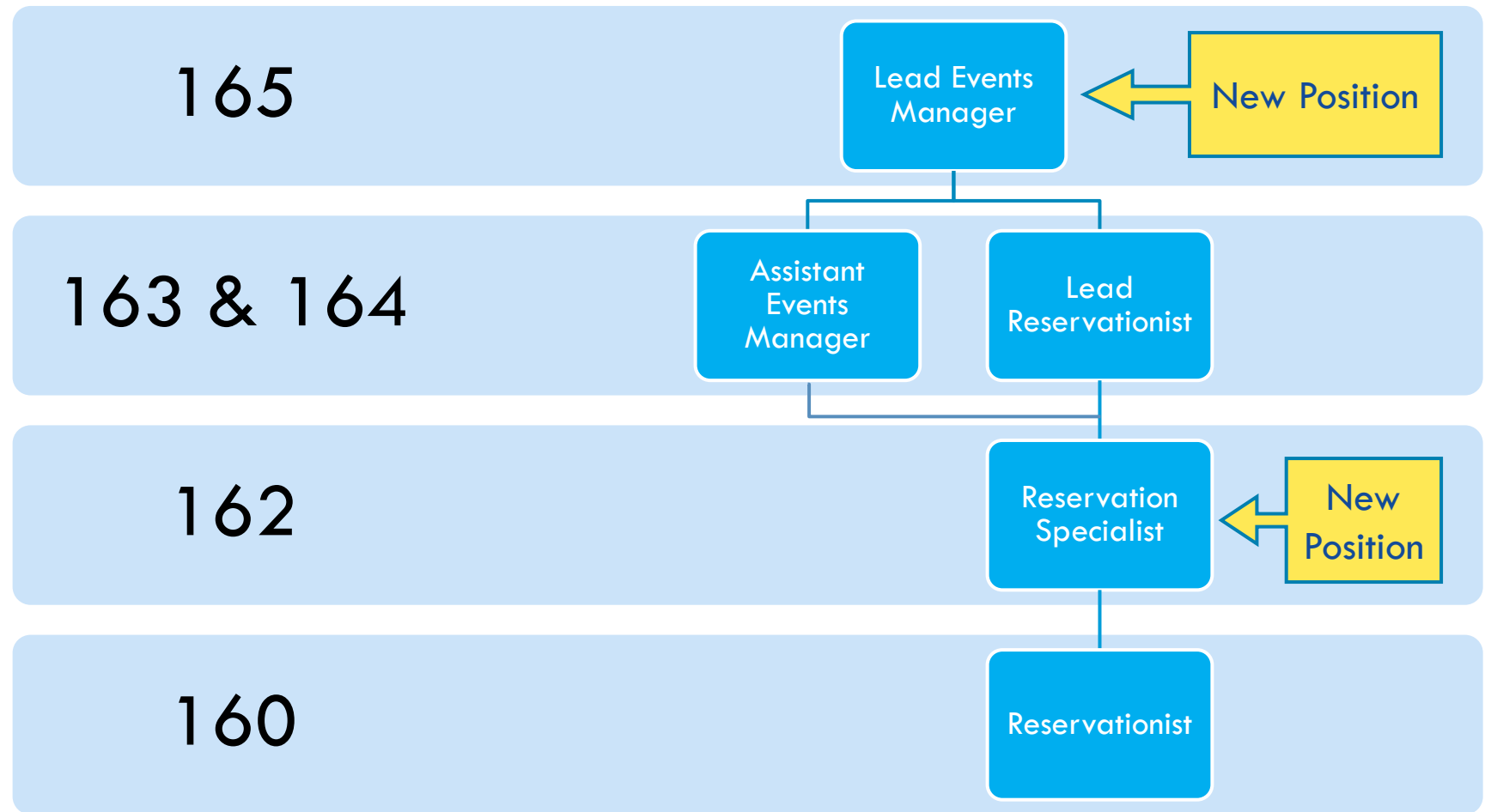
Lead
Reservationist

1 6 2

Reservationist



Reservationist Structure - New



Reservationist Structure

Current Reservationist Duties (162)

- Reserves meeting room, banner space, and event venues for Student Group and University clients. Adheres to and informs clients of all relevant University and Student Union policies and procedures. Performs administrative tasks. Discusses and records Student Group programmers' event needs and venue layouts. Works with Event Managers and Division Manager on misc. projects.

Reservationist Structure

New Reservationist Duties (160)

- Performs administrative tasks.
 - ▣ Answers phones and responds to emails
- Reserves meeting room, banner space, and event venues using Event Management Software
- Understands, adheres and informs clients of all relevant University and Student Union policies and procedures.
- Records event needs and venue layouts for Reservation Specialists and management.
- Works with Event Managers and Division Manager on misc. projects.

Reservationist Structure

New Reservation Specialist Duties (162)

- Performs all duties and tasks of Reservationist including jobs in specific specialty
 - ▣ Tier II Specialist
 - Assists and works closely with Event Manager, University Departments on event planning details for university clients. Builds connection with University departments.
 - ▣ Tier III Specialist
 - Assists and works closely with Event Manager, Off-Campus Clients on event planning details for off-campus client. Builds connection with Off-Campus clients to assist with generating return business. Assists with Off-Campus Client Recruitment efforts.

Reservationist Structure

New Reservation Specialist Duties (162)

- Performs all duties and tasks of Reservationist including jobs in specific specialty
 - ▣ Accounting Specialist
 - Assists and works closely with Event Manager, Student Programming on the processing of receivables and payable for recognized student organization events. Works with the Finance Administrative Assistant to secure that invoices are processed in a timely manner.
 - Manages applications and allocations for the Student Union Event Fund. Works closely with the Event Services Division Manager on monthly fund budget allocations and event appeals.

Reservationist Structure

Current Lead Reservationist Duties (163)

- Performs all duties and tasks of Reservationist and Reservation Specialists in addition to:
 - ▣ Establishes quarterly Reservationists schedule
 - ▣ Interview, hires and trains new reservationists
 - ▣ Monitors daily Event Logs to record any event or meeting room violations for student organizations. Sends violations to organizations, advisors and management staff.
 - ▣ Manages, with the assistance from event management, Pre-book and Meeting Lottery processes.
 - ▣ Maintains and updates reservationist manuals, and student organization policies and procedures with the guidance of event management team.