

 <p>Division of Student Life</p>	<h2 style="text-align: center;">Student Job Description</h2> <table> <tr> <td>Position Title:</td><td>Reservation Assistant</td></tr> <tr> <td>Location:</td><td>IMU Event Services Office</td></tr> <tr> <td>Supervisor:</td><td>Katie Martin & Kristi Finger</td></tr> <tr> <td>Rate of Pay:</td><td>\$10.40</td></tr> <tr> <td>Last Revision:</td><td>April 2019</td></tr> </table>	Position Title:	Reservation Assistant	Location:	IMU Event Services Office	Supervisor:	Katie Martin & Kristi Finger	Rate of Pay:	\$10.40	Last Revision:	April 2019
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WHAT YOU WILL LEARN

You can expect to learn skills such as time management, conflict resolution and problem solving, balancing priorities, managing finances, interpersonal communication, customer service experience, working with people from diverse backgrounds and working as part of a team. Although your job in the Division of Student Life at the Iowa Memorial Union may not be directly related to your future profession, the skills you learn here will help you in your chosen career path and give you valuable work experience to strengthen your resume. The experience you will gain from this job can be applied to general secretarial tasks and jobs, even if your career path is unrelated to event planning.

BASIC FUNCTION

Assist with performing a variety of clerical tasks. Work includes making reservations for event space and various bookkeeping tasks - process deposits, assist with accounts receivable tasks, etc. Perform general receptionist duties such as answering phone calls, greeting customers, and responding to e-mail. Serve as the first point of contact in the Event Services office.

RESPONSIBILITIES

- Make reservations in the Event Management System (EMS), collect payments and enters data in EMS system, reconcile accounts and provide daily reports to IMU Business Office.
- Perform receptionist work in a friendly manner, such as answering phone calls and responding to customers in person or via e-mail. Handle guests' needs personally or refers to others as needed.
- Review and approve online reservations requests including maintaining the database of users and available rooms.
- Generate reports as required and adjust reservations as needed.
- Provide information about the availability and administrative policies and procedures regarding the use of IMU event space and outdoor campus spaces.
- Complete office tasks accurately as needed including filing, scanning, and applying payments.
- Create diagrams of meeting room and event space layouts.
- Interact with a variety of University faculty, staff, students, and guests.
- Assist with other project work as assigned throughout the year.

QUALIFICATIONS

- UI registered student; preferably pursuing Event Planning Certificate.
- Strong verbal and written command of the English language.
- Previous customer service experience.
- Ability to organize and juggle multiple tasks & ability to work independently.
- Need resume & cover letter along with application.

LOCATION

- Iowa Memorial Union
- Event Services Office is open Monday through Friday, 8:00 am to 4:30 pm

TRAINING REQUIREMENTS

- IMU Student Orientation
- Cash Handling
- Credit Card
- Security Awareness Training
- Emergency Response Training