Event Management Department Student Job Descriptions

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| Student Scheduling Assistant |

**General Statement:** The Scheduling Assistant reserve space at the Joe Crowley Student Union and performs clerical duties that provide a smooth and efficient operation of the Event Management Office. The Scheduling Assistant reports directly to the department full-time staff and to the Facility Supervisor. The Scheduling Assistant is a student employee who possesses a high degree of responsibility and organization. The student worker also handles incoming phone calls and emails to update, adjust and confirm details for meetings and events.

The Scheduling Assistant works diligently with students, faculty, full-time staff and the community to establish a working schedule for the Joe Crowley Student Union. The Scheduling Assistant demonstrates great customer service skills and professionalism; possesses strong organizational, written and verbal skills; and exhibits strong problem-solving skills. The Event Management office is a fast-paced, dynamic work environment and the Scheduling Assistant must be friendly, knowledgeable and dependable with a positive attitude to ensure a favorable experience for event planners.

**Responsibilities**

* Provide excellent customer service creating a safe and welcoming atmosphere.
* Greet patrons visiting the CSU with an open and friendly demeanor.
* Maintain an up-to-date familiarity with the University of Nevada, Reno and its resources.
* Makes reservations involving a great degree of attention to detail and judgment.
* Works directly with event planners to evaluate room needs and potential problems.
	+ Interprets and applies rules, regulations, policies and procedures as needed.
* Ensures that all of the tasks on the daily scheduling checklist are complete.
* Receives and responds to all phone calls, emails and walk-ins regarding scheduling space.
* Inputs meeting, event details and equipment into Event Management System (EMS).
* Create event diagrams using Social Tables.
* Arranges for appropriate event signage in and around building.
* Ensures event details, staffing, diagrams, and reservations are complete with minimal errors.
* Prints and distributes daily and weekly reports as necessary, including: operations reports; daily reports, scheduling memo, university work orders, etc.
* Attend scheduled Event Management Staff meetings.
* Attend monthly JCSU team meeting.
* Attend mandatory trainings.
* Read and respond to all correspondence from supervisors.
* Completes various projects given by the Assistant Director, full-time department staff and other full-time Student Union staff.
* Completes other duties as assigned.