

| | | |
|--|--|---|
| TITLE: <u>Reservation Coordinator</u> | SALARY SCHEDULE: <u>Staff</u> | CLASS CODE: <u>SA421</u> |
| UNION: <u>Staff Association – Local 2071, U.A.W</u> | SALARY GRADE: <u>7</u> | EEO CODE: <u>40</u> |
| | FLSA: <u>Non-Exempt</u> | E- CLASS: <u>SA</u> |

POSITION PURPOSE

Book University facilities, including desired amenities, for individuals or groups wishing to conduct business or social functions. Utilize familiarity with facilities and services available to fulfill user requests.

ESSENTIAL JOB FUNCTIONS

- Reserve University facilities for use. Work with clients to make arrangements for rooms, set-up, initial food and/or beverage orders, supplies and equipment, floral arrangements and other amenities based on type of function and size of group. Handle reservation modifications necessary to accommodate changes in group size or function activities.
- Relay client request to appropriate service area or vendor. Arrange for room set-up according to specifications; alert food service area as to the date, size and menu requests for events; ensure adequate parking is available; contact appropriate vendors for supplies, equipment and floral needs; reserve necessary audio-visual equipment. Contact area hotels to price accommodations and coordinate services for function attendees.
- Input, maintain and update reservation information via computerized data entry system. Compile and report facility utilization and revenue projection information. Conduct tours of facilities for potential clients.
- Provide functional supervision to a small number (1-3) of clerical and part-time support personnel. Assign, monitor and review work activities. Train in appropriate methods and procedures. Schedule part-time/temporary employees.
- Perform related work as assigned.

ADDITIONAL COMMENTS

This classification level utilizes an understanding of general office work routines and familiarity with University facilities and services to assist clients in reserving space for functions. Duties are specific in nature, but an awareness of related activities is essential. Position tasks are directed by established precedents, but the incumbent must consider the most appropriate procedure or precedent to follow, which may involve the search for solutions or new applications to existing policies and procedures. Incumbents are expected to set priorities and work with others to ensure facilities and services meet client specifications. Functional work direction may be provided to a small number (1-3) of lower level clerical and part time/temporary positions. Incumbents must exercise keen attention to detail and the ability to communicate effectively with University personnel as well as the general public. This classification is typically found in McGregor Conference Center in the Division of University Relations and reports to and receives work direction from a management level position.

MINIMUM QUALIFICATIONS

- High school graduate or equivalent combination of education and/or experience.
- Some knowledge of University policies and procedures.
- Familiarity with University facilities and services desirable.
- Ability to communicate effectively with others.
- Ability to prioritize work, with keen attention to detail.
- Ability to operate standard office equipment.
- Good organizational skills and the ability to resolve operational problems.
- Typically, incumbents have held positions in the hotel industry.