STUDENT CENTERS JOB DESCRIPTION

Reservations and Events Manager

Learning Outcomes
Students employed by Vanderbilt Student Centers will be able to:

- Manage task oriented operations
- Demonstrate integrity & responsible decision making
- Communicate effectively, both oral and written
- Translate their on-campus experiences into professional skills
- Analyze and solve problems, individually and as part of a team
- Recognize their roles in Student Centers and how it helps fulfill our mission
- Demonstrate a working knowledge of Student Center facilities, policies and procedures.

Duties and Responsibilities:

Customer Service
- Furnish customers with outstanding service by remaining alert and responsive to their requests. Customer service is the highest priority
- Provide information about the campus, its academic and non-academic functions and the community in general
- Maintain a working knowledge of each of the five Student Centers and the Vanderbilt University community
- Handle phone calls in a professional manner which includes taking messages and forwarding calls to proper staff members
- Direct visitors to the proper offices situated within the respective Student Centers

Facilities Operations
- Handle security and maintenance issues
- Enforce and abide by all policies and procedures as they relate to the Student Centers and the University.
- Have working knowledge of tornado evacuation plans, fire evacuation plans, medical and other security needs as apply
- Inspect and maintain meeting rooms (prior to and at conclusion of all events)

Event Management
- Help book meeting rooms and handle equipment check out.
- Check in with clients prior to the start of their meeting or event to ensure their needs are met
- Provide on-site assistance to clients before, during, and after events
- Perform all prescribed set-ups for events within the facilities (i.e. moving tables, chairs, staging, etc)
- Learn various room set-ups and configurations
- Ensure rooms are set for upcoming events
- Resolve problems and answer inquiries concerning an event
- Compose a shift log that details your actions and items that are taking place in the building
- Work closely with professional and student event managers in managing center events

General
- Follow Student Center dress code regulations
- Read and respond to all correspondence from supervisors
- Conduct one’s self in a professional manner.
- Attend regularly scheduled meetings and follow all scheduling policies.
- Perform other duties as assigned