STUDENT CENTERS JOB DESCRIPTION

Reservations Associate

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

- Provide outstanding customer service
- 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
- Be able to assist clients with event reservations
- 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

Office Operations
- Regularly inspect the building premises (outside and inside), and assist in maintaining the general appearance of the facilities
- Utilize event management software to enter and review reservation requests
- Maintain the appearance of the Information Desk at all times
- Assist Student Center staff with additional requests and projects as they arise

Event Management
- Learn various room set-ups and configurations
- Maintain the Reservations and Events general email account
- Resolve problems and answer inquiries concerning an event
- 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