

Scheduling Assistant, Student Life Scheduling and Conferences

JOB SUMMARY:

The Office of Student Life Scheduling and Conferences exists to assist students, faculty and staff, and non-university clients in ensuring that access to Student Life Facilities runs as smoothly as possible. The office is responsible for the management of the scheduling and reservation process for all the facilities within Student Life. These facilities include the Student Union, the Student Recreation & Wellness Center, the Student Services Complex, Campus Housing, and University Green Space. The main mission of the office is to provide a structured one-stop location for those groups or individuals planning meetings and/or events within Student Life Facilities. The role of the Scheduling Assistant will be to assist with day to day operations of the office, and to be a support to the Reservation Specialists, Conference and Event Coordinators, and the Assistant Director for Student Life Scheduling and Conferences. The Scheduling Assistant will be asked to complete a variety of tasks, not limited to: daily event reports, reservation updates, special office projects, errands around campus, organizing mailings, answering phone calls, processing data, etc.

DUTIES AND RESPONSIBILITIES:

- Provide customer service to clients of the Office of Student Life Scheduling and Conferences.
- Serve as first contact and provide customer service to visitors of the Student Life Office.
- Provide daily support through filing of completed reservations, office coverage in the absence of Reservation Specialists, assisting with campus errands, completion of special projects, etc.
- Run all daily reports using the Event Management System (EMS) to support scheduling staff.
- Answer main office phone line and distribute calls to appropriate staff.
- Work in conjunction with Reservation Specialists to update EMS with client event details and schedule private conference room.
- Accept cash, credit card and check payments in the absence of a full-time staff member.
- Attend weekly meetings with supervisor and/or coworkers to discuss job responsibilities and development topics, twice-a-semester one-on-one meetings with supervisor to discuss development, and once a semester staff retreat.
- Have a comprehensive knowledge and adhere to all Student Life and UNLV policies and procedures.
- Know all emergency policies and procedures.
- Perform all other duties as assigned.

MINIMUM QUALIFICATIONS:

Ability to perform all duties and responsibilities as outlined above. In addition the employee must possess: excellent written and verbal communication skills; flexibility in academic schedule to work on a regular basis; self-motivation; ability and willingness to understand and use computerized scheduling software; strong organizational skills; ability to work as an effective member of an office team. Must be enrolled in 6 or more credit hours and must maintain a semester GPA higher than 2.00 and a Cumulative GPA higher than 2.25 to maintain your position. No previous experience is needed for this position. Scheduling Assistants should be able to come away with such skills as: attention to detail; accuracy; organizational skills; conflict resolution; and client communication.

Salary: \$7.00/hour

Estimated Hours of Work Per Week: 15-20

Contact Person: Stacey Hendricks
stacey.hendricks@unlv.edu

**** Hiring Timeline****

Fall hires will be conducted during the previous spring

Spring hires will be conducted the previous fall

Summer hires will be conducted the previous spring

In some cases, hiring will be ongoing due to special needs.