

Graduate Assistant – Student Union & Event Services

Reservations Team

PURPOSE

This graduate assistant for the Student Union and Event Services' reservation team is responsible for assisting students, faculty, and staff in ensuring that their event reservation process for SUES-managed facilities runs smoothly. Individuals holding this position must be able to solve on-the-job issues by utilizing effective critical thinking and decision-making skills. This person will enforce all building policies and be able to communicate to a diverse group of patrons why the policies are in place. They will assist the Reservations Specialist in the supervision of all student employees and will act as an effective leader, mentor and trainer.

MINIMUM QUALIFICATIONS

- General office experience (emailing, phone handling, etc.)
- Must have excellent written and verbal communication skills.
- Must effectively interact with staff, faculty, students, and guests.
- Customer Service experience.
- Must be enrolled in 6 or more credit hours and adhere to the SUES GPA policy.

PREFERED QUALIFICATIONS

- Experience working in reservations or event management.
- Pursuing Hotel/Hospitality/Management career path.
- Experience leading or supervising student staff.
- Ability and willingness to understand and use computerized scheduling software.

TASKS

Student Supervision

- Assist with reviewing applications, the interviewing and hiring of new student staff.
- Provide new student staff training.
- Create and maintain new hire training information.
- Assist with setting the agenda for student staff trainings.
- Create reservation team student schedule and publish in a timely manner.

Scheduling and Administration

- Manage the SUES front desk appearance and marketing standards for branding, education, and appropriateness.
- Assist the Reservations Coordinator and Reservations Specialist with reservation team tasks.
- Adhere to and model department standards - "The Rebel Way".
- Assist with the implementation and growth of registration services.
- Learn reservation input process and make suggestions for process improvements.

Client Relations

- Assist with client correspondence and policy enforcement (i.e. event confirmation emails, late/no show letters, marketing).
- Learn, educate and enforce all Student Union policies and procedures for groups and guests.

Campus Wedding Support

- Work with the Reservations Coordinator for wedding event planning, marketing, and day-of coordination.

STAFF EXPECTATIONS

- Act as a role model for student staff and maintain high levels of professionalism.
- Attend and participate in staff meetings as appropriate.
- Maintain communication with Reservations Coordinator and Reservations Specialist regarding student staff concerns or recognition.
- Maintain clear communication about own schedule, conflicts or other potential problems about attendance or job responsibilities.
- Provide clear and accurate information to clients.
- Adhere to all Rebel Way and other SUES staff expectations.
- Proactively learn the programs, services and facilities that SUES schedules and manages.
- Adhere to SUES' core values of sustainability, teamwork, inclusion, communication and integrity.
- Communicate any problems, concerns or questions about the work as soon as possible to your supervisor.

CRITERIA FOR SUCCESS

The Reservations Team GA will be evaluated on their performance each semester. The staff evaluation process is thorough and includes a self-evaluation, student evaluation and supervisor evaluation component. The Graduate Assistant will:

- Accurately input all reservation and client details
- Problem-solve effectively and in a timely and efficient manner.
- Consistently and confidently provide exceptional service to guests and internal partners within SUES and UNLV.
- Have a presence at SUES-affiliated initiatives and events.
- Clearly and concisely communicate information to supervisors or others within SUES.
- Be an effective team member and provide appropriate feedback to student staff in a professional manner.
- Motivate student staff through positive reinforcement and role modeling.
- Understand the various roles and components of SUES and how they influence positive client experiences.
- Prioritize competing demands and complete tasks in a timely manner.

POSITION SPECIFICS

- Required to hold 25 facility in-office hours.
- Partial tuition waiver of up to \$196.00 per credit up to 6 credits.
- \$500.00 towards student health insurance.
- Prorated monthly stipend of \$1250.00/ month.
- Must be a full-time master degree seeking student.