



UNIVERSITY *of* WASHINGTON

OFFICE OF MINORITY AFFAIRS & DIVERSITY

Samuel E. Kelly Ethnic Cultural Center

STUDENT RESERVATIONS ASSISTANT

JOB DESCRIPTION

\$10.50/HOUR, ONE YEAR COMMITMENT REQUIRED (September 2015 - June 2016)

The Samuel E. Kelly Ethnic Cultural Center

In support of the University of Washington goals, the Kelly Ethnic Cultural Center promotes an inclusive and educational environment by providing programs and services which enhance the communication and exchange of multicultural perspectives and values. The Kelly Ethnic Cultural Center provides programs and a learning environment where students and student organizations collaborate, develop, and implement programs while building leadership and organizational skills.

Duties and Responsibilities

The Kelly Ethnic Cultural Center **Reservations Assistant** provides crucial support to the Coordinator, Theatre and Operations (CTO) by coordinating a high volume of incoming requests to reserve ECC spaces, including conference spaces in our Center and our Theatre space. Duties include working with the CTO to coordinate reservations and communicating with existing and potential clients about our facilities and event details.

The Reservations Assistant will also be required to assist with the setup and teardown of furniture for events, basic operation of the theatre facilities, administrative coordination and scheduling events. The Reservations Assistant will be scheduled for several hours during the day, Monday through Friday, and hours may vary based on the student's class schedule. This position may also require occasional evening and weekend work and may assist the CTO and other Kelly ECC staff with special projects.

Duties Include:

- Assisting the Coordinator, Theatre and Operations and Program Coordinator, Reservations and Finance with reservations intake, client communication and overall coordination of reservations
- Assist with facility oversight, maintenance and building reports
- Setting up and breaking down rental spaces according to daily schedule(s)
- Greeting visitors and clients and assisting them with navigation of the ECC's resources and services including occasional theatre walk-throughs
- Oversee and enforce Equipment Check Out policies and procedures

- Communication and enforcement of ECC policies, procedures, and processes
- Performing clerical and computer work as assigned (including photocopying, mailing, data entry, equipment tracking and processing reservations)
- Work with a multitude of clients to coordinate upcoming and long-term events, answer questions about past, current and upcoming events
- Create, edit and maintain reservations in a specialized database environment, edit reservations based on client needs and update OFC of any changes
- Answering telephone calls and emails and taking messages when necessary
- Assist in maintaining, organizing and updating office files and records
- Collect fees and rental payments and give to OFC to process
- Meet regularly with OFC to discuss ongoing operational needs, communicate with other ECC staff about upcoming events and client needs
- Other duties as assigned by supervisor related to the operation of the office, including special projects

Minimum Qualifications Required

- Ability to attend mandatory ECC staff training, and some events and programs that may be outside of regular work schedule
- Desire to work and learn in a multicultural environment
- Reliability: arrive to work on time, adhere to scheduled hours
- Ability to work independently and as part of a team
- Strong customer service orientation and professional demeanor
- Extremely detail-oriented, organized and efficiency-driven
- Ability to multi-task and perform multiple actions simultaneously with interruptions
- Ability to prioritize workload, plan an effective daily routine and adhere to deadlines
- Ability to communicate effectively verbally and in writing
- Ability to understand and communicate policies and procedures to students, staff, faculty and non-UW affiliated organizations
- Ability to lift 40-50 lbs and carry 15-25 lbs.
- Some knowledge of Microsoft Office applications (Word, Excel, PowerPoint)
- Some knowledge of PC and Macintosh computers and printers
- Ability to learn facility maintenance procedures, troubleshooting skills, technical and theatre procedures and various software programs
- Use of UW Google Apps and Google Calendar will be required; prior use or knowledge preferred but not required.
- Some knowledge of ECC operations, philosophy and purpose preferred
- Previous experience scheduling events or processing reservations required; some knowledge of Event Management Software (EMS) preferred

Reports to: ECC Coordinator, Theatre and Operations

Educational Benefits

The Student Reservations Assistant will have the opportunity to develop critical-thinking and problem-solving skills, enhance customer service abilities and become familiar with reservations

software and practices. The Reservations Assistant will also gain an understanding of organizational, logistical and communication practices in an operational community center by interacting with students, staff, faculty, and the general public in a multicultural environment.