

**Part Time Student Staff Position
Event Scheduling Assistant
ASUC Student Union**

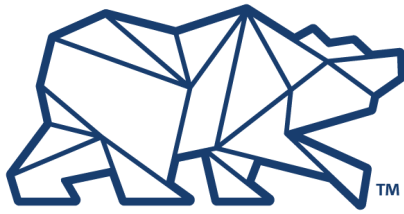
The **ASUC Student Union** plans over 8,000 events a year that take place on the UC Berkeley campus. We work with clients to plan weddings, conferences, concerts, dances, fundraisers, and banquets. We manage venues including campus outdoor spaces, Anna Head Alumnae Hall, Pauley Ballroom, MLK Jr. Meeting Rooms, Eshleman Conference Rooms, Clark Kerr event spaces as well as programs such as the Cub-E Equipment Rental, the Signboard program, and Market Mondays.

Scheduling Assistants are responsible for:

- Respond to a high volume of client requests and inquiries. Requests and inquiries come in the form of email, online web requests, phone, and in-person.
- Enter reservations into our Event Management System (EMS) to ensure that clients' requests are thoroughly and accurately reflected in the comments of reservations.
- Communicate policies and procedures to clients, sending all required forms and permits
- Identify all Major Events per the campus Major Events Policy, as well as high profile events which should be referred to the Scheduling Coordinator for review.
- Recommend the best venue for clients after thoroughly gauging the clients' event needs including capacity, setup type, and other details.
- Work with the Scheduling Coordinator to ensure policies and requirements are met by clients and that reservations reflect appropriate charges and comply with all policies.
- Provide excellent, professional client service and ensure client expectations are exceeded; establish an open, professional, and friendly relationship with clients.
- Direct all incoming traffic (calls and walk-ins) professionally.
- Able to quickly adapt to situations. Entails knowing the correct response for the specific situation or who to contact in a sometimes hectic work environment.
- Perform other duties as assigned.

Required Qualifications:

- Currently registered UC Berkeley undergraduate, preferably 1st or 2nd year student.
- Adheres to assigned work schedule (for entire semester) and must be punctual.
- Detail oriented and willing to learn Event Management Software.
- Proactive and takes initiative. Shows a willingness to help clients and colleagues find solutions.
- Works well both independently and as part of a team in an enthusiastic manner and has the



ability to work with diverse groups of people.

- Ability to be flexible and take direction with a smile and great attitude.
- The ability to lift 50 lbs and move equipment and furniture if necessary.
- Ability to juggle multiple tasks simultaneously and efficiently.
- Dress in appropriate attire during shift. No shorts, tank tops, flip flops or ripped jeans. Must wear employee polo and name badge.
- Excellent oral and written communication skills, and has excellent customer service skills.
- Exercises good judgment.
- This position will require successful completion of a background check (although applicants may receive an offer of contingent employment pending the outcome).
- Available to work in-person/onsite in the MLK Student Union building

Hours: 15-19 hours per week generally in between the hours of 8am-6pm. Must be open to working weekends and at least part of one of the following breaks: Winter, Spring or Summer.

All applicants: please submit your class schedule with your application. You can email your class schedule to eventservices@berkeley.edu.

Pay: \$16.25 per hour

I acknowledge that I have received a copy of my job description and that my supervisor has reviewed it with me.

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| Name (print) | Signature | Date |

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| Supervisor (print) | Signature | Date |