

Skutt and Harper Centers Student Employee Job Descriptions

Title: Reservations Assistant

Supervisor: Reservations and Event Planning Specialists

General Summary:

The reservations assistant is a part-time, temporary student employee. He/she helps the reservations department with scheduling and coordinating events within the Skutt and Harper Centers.

Pre-Requisites:

1. Enrollment at Creighton University
2. A cumulative GPA of 2.0 or higher
3. Available to work during office hours and attend occasional department meetings and training
4. Good customer service skills and positive attitude.

Duties and Responsibilities:

1. Schedule events within the Skutt and Harper Centers using R25 software.
2. Provide clients with information related to building procedures and policies.
3. Work with other departments including operations, event management, and building managers to ensure accurate set-up and logistical requirements are provided for all events.
4. Review catering information for accuracy.
5. Send clients a post event survey for quality control.
6. Answer the phone and serve as first point of contact for clients.
7. Perform clerical duties such as typing, filing, sorting, and data entry.
8. Related duties as required.

Expectations:

1. To be on time for every shift and give plenty of notice when expected to be late or sick
2. Be polite and helpful to customers and other employees
3. Know the reservation policies and procedures
4. Have a general knowledge of room setup styles
5. Pay attention to details and catch small problems before they become an issue

Knowledge, Skills, and Abilities:

1. Proper telephone etiquette
2. Organizational skills
3. Knowledge of computers
4. Filing, typing, and sorting skills
5. Training on specific software and procedures will be provided