

The Reservations Office Assistant(s) are members of the Lane University Center team and are appointed on an at-will basis.

### **Duties and Responsibilities:**

#### **OPERATIONAL RESPONSIBILITIES**

- Paraprofessional position acting as a public relations liaison for the Lane University Center and Frostburg State University.
- Review, enter, and confirm – as needed or appropriate – requests for reservations in a variety of campus facilities including, but not limited to, the Lane University Center, Lyric Theater, and all Academic Spaces except for the Performing Arts Center and Corts Physical Education Center.
- Act as administrative assistant(s) for the Lane University Center (LUC) and Student and Community Involvement (SCI) office suite.
- Greet guests to the SCI Office Suite and act as gatekeeper for the offices.
- Schedule, as directed, appointments for various professional staff members.
- Monitor the Computer Lab, ensuring the area is neat, presentable, and well stocked for use by the campus community.
- Assists in identification and solution of problems relating to building security, facilities management and physical plant, and maintenance and patron behavior.
- Maintains constant observation of building events and occupants' behavior, with the purpose of creating an atmosphere appropriate to specific building areas.
- Advises the Director, Assistant Director, Event Management Coordinator, Technical Services Coordinator and/or Student Manager(s) as to the direction of personnel management activities such as personal utilization, personnel authorization and labor requirements.
- Facilitate and organize events and event setups, including audio/visual equipment such as projectors, laptops, microphones, etc., as directed or required.
- Demonstrate a solid working knowledge of the Game Room and Information Desk operations and daily tasks. Assist persons using the Lane University Center facilities and provide exceptional customer service.
- Implement and enforce proper procedures for building operations including opening and closing duties for all areas in the facility.
- In conjunction with other student staff, ensure the security and welfare of the building at all times.
- Responsible for cleaning, organizing, inventorying and maintaining storage areas.
- Enforce Lane University Center policies, procedures, guidelines, rules and regulations.
- Perform cash operations, sales, transactions, and cash operations, ensuring accurate and proper denominations of cash at all times. Perform operational closeouts on cash registers and money bags as needed or directed.
- Attend regularly scheduled meetings, as well as bi-weekly one on one's with Director, Assistant Director, Event Management Coordinator, and/or Technical

Services Coordinator. When required, attend Production Meetings, Event Consultations, Student Manager Meetings, etc.

- Facilitate and build exceptional and professional work relationships with campus partners including Student and Community Involvement, Lane University Center, Housekeeping, University Police, Frostburg Dining, Facilities Management/Physical Plant, etc.
- Maintain consistent supervision of Lane University Center areas, promoting the Lane University Center's customer focused philosophy.
- Inspects and evaluates Lane University Center operations with goals of system efficiency and proper employee appearance, attitude, and performance.
- Complete daily reporting on guest attendance counts, guest performance matters, related requests, and facility updates to include damage, repairs needed, and general appearance.
- Provide event support for a wide variety of events including fashion shows, ticketed events, Risk Management events, homecoming, etc.
- Perform associated administrative tasks and other duties as assigned by the Director, Assistant Director, Event Management Coordinator, or Technical Services Coordinator.

## **EDUCATIONAL REQUIREMENTS**

Must be a mature Frostburg State University student in good academic standing. A 2.5 Cumulative Grade Point Average is required. Must have the ability to organize, direct, and supervise activities and operations within the Lane University Center and Lyric Theater.

Must have high energy level and strong communication and organizational skills to succeed.

Must possess relevant skills, and have the ability to use computers and software programs including, but not limited to, Microsoft Word and Excel, as well as electronic mail systems (e-mail).

## **DIFFICULTY**

Complexity: The position inherently brings with it many varied decisions. Because of the thousands of events that take place in the Lane University Center, Student employees are expected to discern deviations from standard policies and procedures to further the goals of the Lane University Center.

Scope and Effect: Successful efforts of the Game Room/Information Desk Attendant(s) lead to the coordinated, efficient and meaningful service the Lane University Center provides. Their job affects both patron services and facility atmosphere.

## **RESPONSIBILITY**

**Supervisory Controls:** Duties assigned by the Director, Assistant Director, Event Management Coordinator, Technical Services Coordinator, and/or Student Managers.

**Guidelines:** Recommends to Student Manager(s) both emergency and long-term areas of concern, and suggests appropriate courses of action. Must maintain open channels of communications between all LUC student staff and the Director, Assistant Director, Event Management Coordinator, Technical Services Coordinator, other student managers, all student employees, as well as all staff employed by the Lane University Center.

### **ENVIRONMENTAL DEMANDS**

**Physical Requirements:** Game Room/Information Desk Attendant(s) must do a great deal of walking and walking. While seated for a portion of their shift, they must have enough stamina to endure standing, sitting, and various movements required for cleaning and maintenance on a regular basis. Frequently, they must lift, setup, and carry a variety of heavy equipment.

**Work Environment:** The work environment is safe, pleasant and comfortable.