
Auburn University Job Description

Job Title: **Mgr, Student Affairs Resv Spt**

Job Family: No Family

Job Code: **AA47**

Grade 32: \$35,000 - \$58,400

FLSA status: Exempt

Job Summary

Manages the reservation processes and procedures for multiple locations and buildings supported by Student Affairs to include managing the Foy Information Desk.

Essential Functions

1. Manages all reservations for the Student Center, the Student Activity Center, Beard Eaves Coliseum, Auburn University Chapel, Foy Auditorium, Graves Amphitheater, Cater Hall Lawn, Student Center Green Space, Haley Center Concourse, and other assigned locations across campus.
2. Responsible for all bookings, billings, account collection, creation of fees, oversight of policies and procedures of locations and all guest questions or concerns.
3. Oversees the Foy Information Desk and the student employees assigned. Ensures customer service training is conducted and staff meetings are held.
4. Creates and administers a comprehensive training program for staff members to ensure members are knowledgeable about services, programs, and facilities across campus.
5. Provides space allocation analysis and projections. Uses data to review booking trends to provide efficient use of space.
6. Ensures spaces are appropriately furnished and correct audio-visual equipment is provided.
7. Compiles data through surveys, focus groups, word of mouth, and other forms of research to provide detailed input on ordering new equipment, facility needs, patron needs, customer service satisfaction, and improvement of all program areas within the spaces.
8. Collaborates with other departments, campus vendors, and university committees to provide professional and accessible spaces.

Supervisory Responsibility

Supervises others with full supervisory responsibility.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Communication, Marketing, Business, or similar field.
Experience (yrs.)	5	Experience in event planning, building operations, and office procedures and practices.

Substitutions allowed for Education:

When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge

Knowledge of budgeting practices, assessment, and strategic planning, reservation procedures, and building operations.

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, talking, hearing, handling objects with hands.

Job occasionally requires .

Vision requirements: Ability to see information in print and/or electronically.

Date: 8/5/2016
