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## Auburn University Job Description

Job Title: **Supv, Stu Ctr Resv & Info Desk**

Job Family: No Family

Job Code: **AA22**

Grade 31: \$31,300 - \$52,100

FLSA status: Non-exempt

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### Job Summary

Oversees and coordinates the daily operations of the James E. Foy Information Desk and the Reservations Department located in the Auburn University Student Center

### Essential Functions

1. Supervises and participates in the operations of the Reservations Department including, but not limited to, creating/confirming reservations, providing information regarding available services, and developing, reviewing and evaluating departmental policies and procedures.
2. Processes invoices, billing and payments for the use of Student Center and related facilities, equipment and services.
3. Directs and supervises the operations of the James E. Foy Information Desk including interviewing and training student workers and ensuring staffing requirements are met at all times.
4. Plans, coordinates, and oversees all aspects of the Camp War Eagle Business Fair including contacting and registering vendors, supervising and assisting with the physical set-up and break-down, and creating reports on revenue produced and participation.
5. Responds to customer concerns and/or problems.

### Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

*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>
<b>Education</b>	High School	High School Diploma or equivalent
<b>Experience (yrs.)</b>	6	Experience in administrative support services

#### Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

#### 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 event planning, reservations procedures, building operations, and office procedures and practices.

#### Certification or Licensure Requirements

None Required.

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### 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 standing, walking, sitting, talking, hearing, handling objects with hands, .

Job occasionally requires reaching, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

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

Date: 11/9/2011

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