

RESERVATION COORDINATOR (RC)
POSITION DESCRIPTION

Reservation Coordinators are classified as Student Assistant III positions in accordance with the Personnel Policies for Staff Members (PPSM) Appendix 3, Exhibit A, Student Employees. Responsibilities focus on providing office administrative support, group lodging reservation services and preparation for Conference Housing program, which includes confirming room assignments, preparing registration rosters, check-in packets, and other duties as assigned. Duties are extremely varied requiring Reservation Coordinators to be flexible regarding work schedules and job responsibilities. Training and work hours begin part time in the academic year and include a combination of full time, evening, weekend, and some overtime hours during the entire summer. The official summer season dates will be 6/22/24 to 9/14/24. Employment may begin on 2/1/24 and will end on 9/16/24.

Professional Learning Experiences

- Customer care experience by serving as the primary contact with conference clients, as well as other parties (i.e., Facilities, Dining Services, Conference Housing staff, and co-workers, etc.).
- Training experience in areas such as decision-making, operations, online systems, teambuilding, customer care, and leadership.
- Management experience including decision-making, written/verbal correspondence, running daily operations, and detailed processes.

Primary Responsibilities

- Provide administrative support in the Conference Housing Office before and during the conference season.
- Answer all incoming phone calls, i.e., direct Reservation Coordinator phones, Conference Housing line and managerial lines when requested.
- Process group and individual lodging and special service requests through computerized conferencing software system.
- Prepare and process guest rosters and room assignment sheets.
- Serve as the primary interface between conference clients and the Conference Housing Office for all reservation registration and specific service requests such as catered functions, meeting rooms, refreshment services and special meals.
- Implementation of advance and on-site group registration packets which includes assembling and conveying all materials; check lists, room assignment list, room keys/cards, dining cards and guest meal cards.
- Advise conference clients of the rules and procedures for residing in Student Housing facilities.
- Answer questions regarding any check-in procedures or specific service requests; i.e. meeting space or special functions the conference client may have.
- Provide and document all logs and spreadsheets for control of payments, guest access cards or dining cards.

Mandatory Qualifications

- Employment is contingent upon a student maintaining student status.
- Interpersonal skills to work effectively with and provide excellent customer service to a diverse campus community.
- Problem solving skills to troubleshoot issues as they arise, find alternate solutions in a professional and efficient manner.
- Organizational skills to meet deadlines. Attention to accuracy, detail, and punctuality.
- Proficiency and demonstrated capability using various computer programs including Microsoft Word and Excel.
- Possession of a current California Driver's License and participation in the University DMV pull system.
- Abide by Conference Housing dress code and Student Housing Rules and Regulations.
- Available to attend paid trainings winter and spring quarters as well as work 5-15 hours per week during spring quarter
- Available to work full time and overtime during summer months with possible flex time off during the work week if required for business needs.

Other Qualifications

- Ability to work both independently and cooperatively with others and receive direction and feedback from a supervisor.
- Work under demanding circumstances; maintaining composure and diplomacy when working under pressure.
- Demonstrated responsibility and positive attitude in the work setting.
- Oral communication skills to effectively interact/communicate with a diverse clientele and staff, including individuals who do not speak English as a first language.

- Specific conferences will be assigned to individual Reservation Coordinators. Each will be solely responsible for communicating with the conference's clients, as well as any other involved parties (i.e., Supervisor, Dining Services, Student Housing staff, and co-workers, etc.).
- Knowledge of office fundamentals including but not limited to phone etiquette and function, calculator, laminator, paper cutter, alphabetical filing systems, and office computers.
- Basic knowledge of algebraic formulas to develop spreadsheets.

Work Environment

- Work indoors and outdoors with extreme temperature variations and in all weather conditions.
- Assist other Reservation Coordinators as needed during busy times.
- Work in an office with several persons sharing office space.
- Prolonged standing or sitting up to 8 hours. Lift up to 50 pounds. Ability to climb ladders and stairs.
- Use of communication devices such as computer, telephone landlines and cellular phone.
- Drive the Conference Housing car, truck or golf cart as needed.
- UC Davis is a smoke and tobacco free campus. Use will be strictly prohibited on any UC Davis property, indoors and outdoors, including parking lots and residential space.

www.conferencehousing.ucdavis.edu
phone [530.752.8000]

University of California, Davis Services

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Conference Housing