



STUDENT ASSISTANT EMPLOYMENT OPPORTUNITY

Title:	C&E Reservations Assistant
Department:	Conference and Events
Hourly Rate:	\$11.00
Posting Date:	November 28, 2017
Hours:	Up to 20 hours per week; occasional weekend and evenings required; shifts based on operational need of the organization

Position Definition

Under general supervision from the Reservations Coordinator, the Conference and Events Reservations Assistant performs routine and non-routine tasks in the provision of quality clerical and customer service in support of the Conference and Events Services department.

Essential Duties

- Responds to a variety of customer inquiries and requests for information in a timely and professional manner
- Assists customers in scheduling and confirming rooms reservations
- Performs accurate data entry in the event management system
- Performs clerical tasks including filing, completion of forms, answering phones, drafting correspondence, organizing materials and printing letters, labels, reports or other materials
- Receives, sorts and distributes mail
- Accurately communicates information regarding Associated Students, Inc. (ASI) and Bronco Student Center (BSC) events
- Remains current on and knowledgeable of ASI and BSC events, programs and services
- Provides timely distribution of materials
- Provides a welcoming environment
- Attends meetings and trainings as required
- Assist with word processing, filing, mailings and computerized reservation/scheduling system
- Performs other duties as assigned

Qualifications

- Demonstrated ability to provide friendly and pleasant customer-oriented service
- Familiarity with ASI and BSC programs and services, preferred
- General knowledge of the campus and its policies, preferred
- Ability to effectively communicate clearly and concisely, both verbally and in writing
- Ability to perform accurate, detailed work
- Ability to prioritize tasks, display initiative and remain flexible in a fast-paced and changing environment
- Ability to follow routine verbal and written instructions
- Ability to maintain professional work conduct
- Ability to make independent decisions and make recommendations
- Ability to adhere to work rules, follow directions, use time effectively and work productively without close supervision
- Ability to operate a computer work station utilizing word processing, spreadsheet and other computer applications in use
- Demonstrated ability to work with a diverse student population and campus community

Work Environment

Frequently required to sit, talk and hear; manual dexterity, eye-hand coordination and verbal communication; use of office equipment: telephones, calculator, copier and fax. Must be able to walk, stand, bend and lift up to 25 pounds.

Employment Eligibility:

Employment with ASI is open to any Cal Poly Pomona student who is eligible to work and has the legal right to work in the United States. In addition, the employee must be currently enrolled for at least 6.0 units (undergraduate) and 4.0 units (graduate) at the end of the add-drop period, have a minimum 2.0 GPA and be in good standing with the University. Individuals enrolled only in Extended University are not eligible for hire. Exceptions to the unit load requirement are allowed during the summer quarter and for students who have applied for graduation for the current quarter. Applications for employment are available at the ASI Human Resources Office located on the first floor of the Bronco Student Center, Room 1216 or online at <http://asi.cpp.edu/about-us/employment-opportunities/>

Systemwide Smoke and Tobacco Free Environment EO 1108:

Cal Poly Pomona is a smoke and tobacco-free campus. Please refer to the link below for policy information.

<http://www.calstate.edu/EO/EO-1108.html>

Mandated Reporting Requirement:

In compliance with the California Child Abuse and Neglect Reporting Act (CANRA) and the CSU Executive Order 1083, each ASI employee is designated as a mandated reporter and is required to sign an Acknowledgment of Mandated Reporter Status and Legal Duty to Report Child Abuse and Neglect.

About the Associated Students Incorporated:

Established in 1963, Associated Students, Inc. (ASI) is a recognized auxiliary organization of Cal Poly Pomona that is led, funded and mainly staffed by students. Guided by the core commitments to the promotion of student development and provision of quality facilities, programs and services, ASI provides for student representation at the campus and system wide level and offers leadership development through student government, student-led programming, student employment and student involvement in a wide array of Bronco Student Center programs and services, including The Bronco Recreation and Intramural Complex (BRIC), as well as the Children's Center. ASI fully supports the enrichment of student life by providing annual funding support for student clubs and organizations, diversity programs, athletic scholarships and academic support programs.

ASI is an Equal Opportunity Employer