Event Services
ASUC Student Union
Scheduling Assistant

The ASUC Student Union plans over 8,000 events a year that take place on the UC Berkeley campus. We work with clients to plan weddings, conferences, concerts, dances, fundraisers, and banquets. We manage venues including campus outdoor spaces, Anna Head Alumnae Hall, Tilden Room in MLK Student Union, Pauley Ballroom, Anthony Hall, and the Career Center, as well as programs such as the Cub-E Equipment Rental, the Signboard Program, and Market Mondays.

Scheduling Assistants are responsible for:

1. Responding to a high volume of client requests and inquiries quickly. Requests and inquiries come in the form of email, online web requests, phone and also in person.
2. Accurately entering reservations into event management system (EMS), ensuring that clients’ requests are thoroughly and accurately reflected in the comments of reservations.
3. Communicating policies and procedures to clients, sending all required forms and permits and ensuring they are completed and returned according to set deadlines.
4. Recommending the best venue for clients after thoroughly gauging the client’s event needs including capacity, setup type, and other details.
5. Working with Scheduling Coordinator to ensure policies and requirements are met by clients and that reservations reflect appropriate charges and comply with all policies.
6. Processing all submissions to the Event Registration Form and working with the Scheduling Coordinator to make sure submissions are compliant with University Policy.
7. Providing excellent, professional client service and ensuring client expectations are exceeded; establishing an open, professional and friendly relationship with clients.
8. Directing all incoming traffic (calls and walk ins) professionally for the entire ASUC Student Union, including for Amazon lockers, Open Computing Facility, Multicultural Center, Eshleman Hall, etc.
9. Being able to quickly adapt to situations and knowing the correct response or person to contact in a sometimes hectic environment.
10. Occasional projects assigned by the Scheduling Coordinator, such as tracking engagements, working with the Billing Department to track invoices and receipts, calendaring events, etc.
11. Biweekly (every 2 weeks) team meetings with the Scheduling Coordinator and Supervisor to communicate any new updates, questions, other issues, etc.
12. Other duties as assigned.

Qualifications:

1. Currently registered UC Berkeley undergraduate, preferably 1st or 2nd year student.
2. Excellent oral and written communication skills, as well as superb customer service skills.
3. Adheres to assigned work schedule (for entire semester) and must be punctual.
4. Detail oriented and willing to learn software for events.
5. Proactive and takes initiative. Shows a willingness to help clients and colleagues find solutions.
6. Works well both independently and as part of a team in an enthusiastic manner and has the ability to work with diverse groups of people.
7. Ability to be flexible and take direction with a smile and great attitude.
8. The ability to lift 50 lbs and move equipment and furniture.
9. Ability to juggle multiple tasks simultaneously.
10. Dress in appropriate attire during shift. No shorts, tank tops, flip flops or ripped jeans. Must wear Event Staff shirt and name badge while working at the Event Services Front Desk. While working in the back office, there is the option of either wearing the polo, or dressing business casual.
11. This position will require successful completion of a background check although applicants may receive an offer of contingent employment pending the outcome.

**Hours:** 15-19 hours per week generally in between the hours of 8am-6pm at the Event Services front desk, and also in the evenings for Event Registration Processing. Must be open to working weekends and at least part of one of the following breaks: Winter, Spring or Summer.

All applicants: please submit a cover letter, resume, and class schedule with your application. You can email this to eventservices@berkeley.edu.

**Pay:** $15.00 per hour

I acknowledge that I have received a copy of my job description and that my supervisor has reviewed it with me.

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Name (print)                  Signature                   Date

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Supervisor (print)            Signature                   Date