

DUDLEY H. DAVIS CENTER
Office/Reservations Assistant

The Office/Reservations Assistant is a vital member of the Dudley H. Davis Center team, representing the Operations & Event Services Office, the Davis Center, and the University as a provider of quality customer service. Office/Reservations Assistants take direction primarily from the Assistant Director of Operations & Event Services and the Office Manager and work to support all functions of the Operations & Event Services Office and of the Davis Center. These staff members work in the Operations suite and respond to day-to-day facility reservations and overall needs of students, faculty, staff, and guests.

Responsibilities:

1. Utilize customer service and receptionist skills: answer phones, transfer calls, greet customers and assist with a pleasant, positive, outgoing attitude.
2. Plan and schedule events and meetings utilizing EMS (UVM's online scheduling system); contact patrons as necessary to follow up with questions and to ensure all documentation is received.
3. Design and execute event plans and diagrams utilizing Meeting Matrix (Davis Center's software for event design and planning).
4. Complete day-to-day office tasks and special projects as assigned.
5. Maintain orderliness of reception area and inner office work spaces.
6. Develop an awareness of on-campus events and facility policies and procedures; articulate these as necessary to patrons.
7. Assist Davis Center staff in creatively contributing to our social justice and environmental stewardship goals.
8. Attend all scheduled meetings and training sessions.
9. Perform other duties as assigned.

Qualifications:

1. Enthusiasm for working in a diverse, team-centered, and environmentally friendly office environment.
2. Willingness to leave the Davis Center better than you found it.
3. Understanding of and attention to high quality customer service skills.
4. Ability to professionally handle a variety of situations simultaneously in a busy office setting.
5. Motivation to learn new tasks.
6. Strong typing and computer skills.
7. Ability to positively represent the Davis Center and the University.

Skills/Experience Acquired:

1. Increased knowledge of office functions and procedures and of campus facilities and events.
2. Event planning and coordination skills; experience with on-line reservations system.
3. Enhanced customer service and organizational skills.
4. Experience working on a diverse and environmentally-friendly staff committed to personal and professional growth.