

WORK AT THE **DAVIS CENTER**

OFFICE/RESERVATIONS ASSISTANT

Office/Reservations Assistants support all functions of the Davis Center Operations & Events Office and deliver outstanding customer service. These staff members respond to day-to-day facility reservations, process Olin Atrium tabling reservations, sort mail for the Davis Center tenants, oversee Atrium banner display program, provide reports to event management, create event diagrams, and assist with overall needs of students, faculty, staff, and guests.

RESPONSIBILITIES:

- Utilize customer service and receptionist skills: answer phones, transfer calls, greet customers and assist with a pleasant, positive, outgoing attitude.
- 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.
- Design and execute event plans and diagrams utilizing Meeting Matrix (Davis Center's software for event design and planning).
- Complete day-to-day office tasks and special projects as assigned.
- Maintain orderliness and cleanliness of reception area and inner office work spaces.
- Develop an awareness of on-campus events and facility policies and procedures; articulate these as necessary to patrons.
- Assist Davis Center staff in creatively contributing to our social justice and environmental stewardship goals.
- Attend all scheduled meetings and training sessions.
- Other duties as assigned.

QUALIFICATIONS:

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

SKILLS/EXPERIENCE ACQUIRED:

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

APPLICATION: [GO.UVM.EDU/DCJOBS](https://go.uvm.edu/dcjobs)