AUBURN
Human Resources

Mgr, Student Center Reservations & Foy Info Desk

JOB INFORMATION

Job Code	AA22
Job Description Title	Mgr, Student Center Reservations & Foy Info Desk
Pay Grade	AS10
Range Minimum	$46,450
33rd %	$55,740
Range Midpoint	$60,380
67th %	$65,030
Range Maximum	$74,320
Exemption Status	Exempt
Organizational use restricted to the following divisions	169 SVP for Student Affairs
Approved Date:	12/11/2024 11:49:19 AM

JOB FAMILY AND FUNCTION

Job Family:	Administration & Operational Support
Job Function:	Operational Support

JOB SUMMARY

Manages, coordinates, and oversees the daily operations of the James E. Foy Information Desk and the Student Center Reservations Department located in the Melton Student Center. Manages all bookings and collections for locations under Student Center Reservations and Event Operations, ensuring adherence to established policies and procedures.

RESPONSIBILITIES

- Responsible for all reservation operations for the Melton Student Center, the Student Activities Center, Beard Eaves Coliseum, University Chapel, Foy Auditorium, Amphitheater, Cater Hall Lawn, Melton Student Center Campus Green, Open Air Forums, Haley Center Concourse, various Haley Center rooms and other assigned locations across campus. This includes full supervision of a full-time staff member in the Student Center Reservations Department.
- Oversees and supervises the James E. Foy Information Desk and all student employees' scheduling. This includes evenings and weekend supervision. Coordinates interviews, oversees the training of employees, and ensures staffing requirements are met at all times. Coordinates customer service training and conducts weekly staff meetings.
- Coordinates and oversees all bookings and billings for the use of facilities, equipment, and services and manages account collection. Creates fee structure and oversees policies and procedures of locations, and handles customer questions and/or concerns.
- Plans, coordinates, and oversees all aspects of the Camp War Eagle Business Fair including contacting and registering vendors, supervising and assisting with the physical set-up and break-down, and creating reports on revenue produced and participation.
- Ensures spaces are appropriately furnished, correct audio-visual equipment is provided, and that appropriate personnel are scheduled to provide the requested services for each event. Collaborates with other departments, campus vendors, and university committees to provide professional and accessible spaces.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	in Business Administration or related field.	and	6 years of	experience in event planning and reservation operations.	Or
Associate's Degree	with no specific discipline.	and	8 years of	experience in event planning and reservation operations.	Or
High School Diploma or GED	diploma or equivalent.	and	10 years of	experience in event planning and reservation operations.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of event planning, reservations procedures, building operations, and office procedures and practices.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking					X	
Sitting				X		
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:
Ability to see information in print and/or electronically.