



JOB INFORMATION

Job Code	AA22
Job Description Title	Supv, Stu Ctr Resv & Info Desk
Pay Grade	AS05
Range Minimum	\$32,820
33rd %	\$37,190
Range Midpoint	\$39,380
67th %	\$41,570
Range Maximum	\$45,950
Exemption Status	Non-Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	11/10/2022

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

Oversees and coordinates the daily operations of the James E. Foy Information Desk and the Reservations Department located in the Auburn University Student Center

RESPONSIBILITIES

- Supervises and participates in the operations of the Reservations Department including, but not limited to, creating/confirming reservations, providing information regarding available services, and developing, reviewing and evaluating departmental policies and procedures.
- Processes invoices, billing and payments for the use of Student Center and related facilities, equipment and services.
- Directs and supervises the operations of the James E. Foy Information Desk including interviewing and training student workers and ensuring staffing requirements are met at all times.
- 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.
- Responds to customer concerns and/or problems.

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.
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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 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	
High School	Diploma or equivalent	And	6 years of	Experience in administrative support services	

Substitutions Allowed for Experience: Yes

Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

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		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

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