



SFSU CAMPUS RECREATION

NOW HIRING

Student Manager Reservations and Scheduling

**APPLICATION DEADLINE:
OPEN UNTIL FILLED**

To Apply: As a department under the Dean of Students area, please complete the Common Application form below on Qualtrics. Additionally, we will ask for your cover letter and resume, and the attached Staff Availability Sheet to be filled out and uploaded as part of your application.

Qualtrics - Common Application:

**[HTTPS://SFSU.CO1.QUALTRICS.COM/JFE/FOR
M/SV_3N47J3OAEH4XELX](https://sfsu.co1.qualtrics.com/jfe/form/SV_3N47J3OAEH4XELX)**



PURPOSE

The main responsibility of the Student Manager for Reservations is to assist Full-time staff, Student Organizations, and Community groups with overseeing the reservations and scheduling of sports and recreation facilities at SF State under the supervision of a full-time staff professional.

DUTIES AND RESPONSIBILITIES

- Assist with coordinating facility scheduling and reservations for meetings, activities, and events between user grounds (student, department, and community), Campus Rec programming, and University Property Management (UPM).
- Disseminate information about reserving facilities, including hours, usage, costs, and safety.
- Conduct excellent customer service with all reservation requests.
- Input and organize reservations utilizing Event Management System (EMS) software.
- Schedule staff for event assistance and delegate tasks as needed.
- Serve as the main point of contact for reservations and occasionally special events.
- Help determine the compatibility of each reservation request in relation to building policies, procedures, and appropriate usage.
- Assist in facilitating all communications regarding reservation details and charges (pre, during, post event) in a timely manner.
- Seek feedback for improvement of the program from participants and staff, and implement changes that will result in a safe environment for all participants.
- Collaborate with other department and campus entities to maximize safe, efficient, and proper usage of facilities equipment (e.g., informal rec, kinesiology, athletics, and university police).
- Maintain current knowledge of all Campus Rec programs and activities as needed.
- Attend weekly Management Team Meetings, as well as Student Manager Leadership Retreats, and other trainings and meetings as necessary.
- Hours will vary, however students may not work more than 20 hours/week during the academic semester.

QUALIFICATIONS

- Excellent customer service skills; Strong oral and written communication skills; Effective problem solving skills.
- Strongly preferred: First Aid, CPR, & AED Certified; previous Campus Rec Building Supervisor experience.
- Must be a student at San Francisco State University enrolled in 6+ units, with minimum 2.0 GPA.
- Experience must include use of Microsoft Word, Excel, and use of standard office equipment such as photocopier and telephones.
- Ability to work with student groups as well as faculty/staff and off-campus community groups.
- Ability to complete tasks accurately and in a timely manner.
- Demonstrated leadership skills including strong communication skills, and working in a team atmosphere.
- Must be able to work independently without direct supervision on day to day tasks.