ANNOUNCEMENT OF POSITION VACANCY
Scheduling Coordinator – University Center

SUMMARY: Reporting to the Director of the University Center, the scheduling coordinator must be a self-motivated individual able to function in a multifaceted, fast-paced customer service driven environment. This position requires an organized individual who is attentive to detail and creative planning and who has strong communication and follow through skills. The scheduling coordinator manages every aspect of the reservation process for the utilization of designated UC spaces (including outdoor venues) for all on-campus clients. These duties require serving as a liaison between a variety of student, faculty, and staff groups as well as university service providers to ensure all events function smoothly. The coordinator works directly with the UC Director to execute on-campus client meetings and events to ensure smooth delivery. In addition, the scheduling coordinator serves on committees and works closely with clients and campus needs to optimize usage of the UC space.

Fulfillment of the coordinator’s duties may necessitate working evenings and/or weekends.

ESSENTIAL DUTIES AND RESPONSIBILITIES includes the following. Other related duties may be assigned:

1. Accurately manages and schedules all reservations and layouts for on-campus clients through 25 Live scheduling software.
   a. Initiates and completes client contracts and organizes and maintains proper paperwork.
   b. Serves as a liaison between client and catering services to ensure clients’ food service requests are being met. Provides clients with accurate and timely food service rate quotes and invoices.
   c. Manages meetings and events by understanding the scope of event, time lines, and by determining facility and technology needs.
   d. Effectively communicates and coordinates technical, facilities and custodial needs with appropriate campus departments.
   e. Supervises the execution of all on-campus client events and meetings.
   f. Delivers and maintains high-quality, seamless, and exceptional service for clients, initiating conversations with them as appropriate to ensure that their needs are being met while in the UC.

2. Develops UC marketing strategies and materials for the campus community.

3. Responsible for resolving any issues pertaining to on-campus client meetings and events, which includes the authority to negotiate event pricing based on coordinator’s judgment and compliance with UC policies and procedures.

4. Works with the UC Event Coordinator to run and analyze UC utilization reports to improve marketing strategies and determine any budget implications and recommendations. Assists in the recruiting and supervision of the student Administrative Staff at the front desk.
   a. Communicates and provides direction for student Administrative Staff in regards to their daily tasks and on-campus client needs to ensure the best customer service possible.
   b. Responsible for scheduling student staffing pattern to best match the needs of the department.
   c. Responsible for troubleshooting and training student staff on 25Live scheduling software.

5. Reviews event sheets to familiarize self with all events and meetings occurring in the University Center; ensures that facility appearance and event set-ups are consistent with requests.

6. Identifies needs and makes recommendations for quality improvement that creates value for on-campus clients.

7. Uses discretion in managing and purchasing of office supplies, including copier needs.

8. Cross trains in executing large off-campus client events in order to provide backup support for the department.

9. Ability to navigate through policies and make strategic decisions regarding revenue generating clients and reducing rental and non-revenue generating clients.

10. Provides input to business objectives for long term goals including annual budget.

11. Responsible for developing, updating, and implementing policies and procedures for the UC.
REQUIRED EDUCATION & EXPERIENCE:
1. Bachelor’s degree from an accredited institution
2. A minimum of one year of experience in scheduling facilities or event planning
3. Demonstrated experience in budget, marketing, and personnel management
4. Excellent customer service and communication, organizational, and problem solving skills
5. Experience working with a diverse group of students and staff
6. Attention to detail and ability to manage multiple tasks at the same time
7. Sound computer and administrative skills
8. Ability to positively represent the UC and Colorado Mesa University
9. Ability to learn and use scheduling software (25 Live is current university software)
10. Flexibility to work evenings and weekends

PREFERRED:
Familiarity with office procedures and scheduling software such as 25 Live.

TYPE OF APPOINTMENT: Full-time administrative appointment.

SALARY: Commensurate with education and experience. Excellent health and retirement benefits package.

APPLICATION DEADLINE: Open until filled. To ensure consideration, complete applications must be received by May 6, 2016.

APPLICATION:
Submit a cover letter describing qualifications and experience as they relate to the specific requirements, responsibilities, and preferences of this position, current resume, a copy of transcripts for all degrees completed (official transcripts will be required upon hire), the names, phone numbers and e-mail addresses of three professional references, and the following completed forms:
☐ Applicant Authorization to permit Search Committee members to review candidate transcript
☐ Applicant Authorization and Release to Conduct Reference and Background Check form
☐ Voluntary Affirmative Action form

Mail to:
UC Scheduling Coordinator Search Committee
Human Resources, LHH 237
Colorado Mesa University
1100 North Avenue
Grand Junction, Colorado 81501-3122
Phone: 970 248-1820

Alternatively, electronic applications are accepted at CMUJobs@coloradomesa.edu. If using this method of application, please put the search name in the subject line to ensure that your materials are forwarded to the appropriate search file. Electronic application materials must be submitted as a .pdf or Word document (no size limit). Electronic materials submitted in any other format will not be accepted.

Colorado Mesa University is committed to providing a safe and productive learning and living community. To achieve that goal, we conduct background investigations for all final applicants being considered for employment. Background investigations include reference checks, a criminal history record check, and when appropriate, a financial and/or motor vehicle history. Applicant must be able to verify U.S. employment eligibility. Colorado Mesa University is an Equal Opportunity Employer, committed to a culturally diverse faculty, staff and student body. Women and minorities are encouraged to apply.

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