

Student Centers: Conference & Reservation Services Assistant

Position Overview

The Student Centers Conference & Reservation Services Assistant assists the CARS team in providing a high standard of customer service to facility customers by maintaining customer databases, assisting with customer billing/invoicing and answering questions about meeting event spaces and pricing.

Position Responsibilities

- Organize and maintain invoice spreadsheet for all registered student organizations, campus departments and off campus customers that owe funds for events. Regularly email and/or call, as necessary, customers to remind them to complete payments.
- Process and post approved payments into event management software.
- Serve as initial point of contact for emails, phone calls and walk-in customers.
- Maintain event management software customer database by reviewing accounts for accuracy and updating accounts as needed
- Provide suggestions and answer questions regarding event/meeting spaces, resources and pricing
- Electronically scan and file documentation as requested
- Other duties as assigned

Qualifications

- Currently enrolled and in good standing at the University of Houston
- Professional etiquette and communication skills, including time management, phone etiquette, email communication and verbal communication
- Ability to keep a consistent schedule, with 15-20 hours/week
- Ability to work with and interact with diverse populations
- Ability to work independently on projects/initiatives