Reposted May 22, 2015

Under the supervision of the Director of Conference Services, provides general administrative support to the department. Duties include event management utilizing the EMS software, intermediate word processing, department procurement and event billing. Provides high-quality customer service through friendly and helpful interaction with all clients and the campus community and to support the department in achieving its goals.

Responsibilities:
- Manages general operations of Conference Services office. Maintains calendar for the Department.
- Ensures that main office phone line and reception desk are continuously staffed during normal office hours. Answers questions and fields numerous telephone calls and e-mails.
- Interacts and communicates with students, faculty, and staff and members of the community.
- Assists Events Coordinator in preparation of procedural manuals and training materials as requested.
- Manages accounts receivable for events: generates and distributes invoices for all spaces and services provided.

Qualifications:
- Two years of office experience or training.
- Excellent facility in using Microsoft Office Suite, including Word, Access, Excel, PowerPoint, Outlook.
- Must be comfortable with technology and able to use and facilitate electronic means for scheduling visits, creating personalized schedules, tracking data and communicating with various constituencies.
- Excellent professional verbal and written communication skills as well as understanding the importance of providing top notch customer service.
- Possess a valid motor vehicle operator’s license and a good driving record.
- Ability to handle sensitive information and maintain confidentiality.
- Must have the ability to multi task and handle frequent interruptions and schedule changes.
- Attention to detail and accuracy are critical in this position.
- Ability to work in a team environment.

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