



Summer Reservations Team (RT)

Summer Reservations Team Position Description

Position Title: Summer Reservations Team

Reports To: Jeremiah Tucker

Position Overview:

Reservations Team members (RTs) is often the second level of staff a guest comes into contact with in the summer while attending orientation or a camp/conference at Ball State University. A Reservation Team member's primary responsibilities are behind the scenes operations of guest management, crisis response, and providing quality customer service to the guests. RT members are staff members of the Office of Housing and Residence Life (HRL).

Qualifications:

- 2.5 GPA and submit a referral before interview.
- Must have lived 1 semester in a Residence Hall on Ball State's campus.
- Cannot take summer classes aside from one online course which must be approved by your supervisor.
- Work approximately 35 hours a week, plus the option to work additional front desk shifts at \$9.00 per hour. Weekly hours cannot exceed 40.
- Attend all staff meetings and trainings as deemed necessary by the supervising Residential Learning Coordinator (RLC).
- Not eligible for additional employment on or off campus.
- Successful completion of a background check.

Compensation:

- Private room in assigned Residence Hall
- Declining meal plan
- Stipend of \$2800 paid on a bi-weekly basis.

Duties and Responsibilities:

- Maintain a supportive and cooperative attitude regarding fellow staff members and supervisors.
- Maintain a database system to ensure accurate occupancy information at all times, and utilize technology such as Microsoft Word, Excel, StarRez, and Microsoft Teams in a productive and efficient way according to how one is trained on the systems.
- Assist with building preparation and administrative tasks with RLCs and the Office of Housing and Residence Life.

Management Component of Responsibilities

- Coordinate room assignments and changes in the StarRez occupancy management system.
- Maintain an accurate StarRez database for guest moves and needs.
- Facilitate Orientation and conference check-ins, hall assignments, hall check-in and check-outs.
- Inspect rooms for damages and maintain a daily log of “lost and found” items.
- Report all emergencies and situations to their supervisor(s).
- Work desk hours as assigned.
- Manage and handle cash.
- Check rooms and conduct public area inventories for the hall.
- Construct and maintain hall bulletin boards, information signs, and other decorations as directed.
- Manage, audit, and process in key inventories.
- Serve on a duty rotation as assigned by supervisor.

Customer Service Component of Responsibilities

- Assist HRL’s Central Office as needed, including answering phone calls, greeting and helping visitors, etc.
- Serve as a source of information concerning Ball State University.
- Provide effective and quality customer service to all guests.
- Communicate, role model, and consistently enforce HRL handbook policies.
- Be the first contact person in the event of a guest concern or emergency.
- Communicate professionally with conference coordinators, RLCs, University offices, and guests.
- Assist with HRL tabling efforts during summer Orientation.

Workload:

- Availability to work approximately 35 hours per week

Evaluation:

For inquiries about this position or if you need an accommodation to participate in any aspect of the interview process, please contact Garrett Tur at gjitur@bsu.edu or 765-285-0090.