

Student Scheduler Job Description

Job Summary: The Undergraduate Student Scheduler plays a vital role in the administration of student organization events. The Undergraduate Student Schedulers will monitor incoming event requests made through the Book It scheduling system. They will assist the Brower Student Center Student Events Coordinator in the logistics, planning, and completion of event details.

Time Requirement: This position requires flexible availability including weekday morning and evening hours. Student Scheduler work approximately 14 hours per week, no more than 30 hours per pay period. Some availability to work academic break periods including Fall, Winter, and Spring.

Job Responsibilities:

- Ensure timely distribution of event confirmations to student organizations.
- Provide superior customer service when working with customers in person, via email and over the telephone, regarding event requests and concerns.
- Effectively input room and equipment reservations into campus scheduling system, Book It.
- Create event diagrams using Social Tables.
- Monitor stureq@tcnj.edu email account.
- Demonstrate good judgment, reliable, and consistent in reaching sound decisions.
- Report any pertinent issues to the Brower Student Center Student Events Coordinator as they occur.
- Other duties as assigned

Position Expectations:

- Be knowledgeable of all campus space policies, procedures, and guidelines and enforce all regulations pertaining to the appropriate building.
- Understand University functional areas including the Brower Student Center, Student Affairs, and Campus Service Providers including Facilities, Operational Services, Campus PD, etc.
- Arrive on time to shifts and weekly staff meetings. Participate in training sessions and staff meetings as scheduled.
- Regularly monitor personal University email account. When responses are required they must be timely, within 1-2 days.
- Ability to briefly cover the Information Desk if needed (transfer phones, check out equipment, help customers).

Requirements:

- Full time student at The College of New Jersey.
- Attend mandatory trainings and meetings.
- Customer service experience preferred.
- Strong attention to detail and problem solving skills.
- Must be able to work independently, as well as collaborate with a team.