Event Administration Assistant (Sports Venues and Event Operations)

The position is a customer service-focused and support role for the Sports Venues and Event Operations office in Pauley Pavilion. This position requires the individual to provide all clients and guests with the best possible experience while planning their reservations from account request through the end of their event.

Job Qualifications

*Required*
- Currently enrolled as a UCLA Student.
- Complete a background check.

*Preferred but not required*
- Work Study eligible.
- Comfortable learning new software systems.
- Demonstrate excellent oral and written communication skills.
- Be familiar with all departmental policies, procedures, and patron expectations and be able to communicate these to patrons clearly and concisely.
- Familiarity with Recreation facilities and spaces.
- Able to communicate and enforce facility policies and procedures to patrons and guests.

General Job Expectations

- General Office Management – greet walk in clients, answer phones, manage event email account, office and custodial supply inventory, downloading the customer service survey and send to event managers for any follow up.
- Use our reservation system (EMS) to approve account requests, enter basic event staffing, details and custodial order for assigned venues, ensure the incoming reservations have correct set up and event type coding, and assist with quarterly upload of Recreation classes and programs, complete various reminders related to insurance collection, waivers, and EOL (Events On-line applications) and assist with reconciling payments.
- Provide event space tours to clients.
- Create, assign and publish event and operation schedule in When2Work, as well as manage Operation Supervisor shift lottery.
- Serve as an event supervisor during certain shifts.
- Attend large-scale event meetings to be able to assist with placing vendor orders, inputting notes and itineraries for staff.
- Learn to create basic room layouts in CorelDRAW.
- Be trained on Sports Venues and Event Operations Audio/Visual Equipment to lead trainings for new staff.
- Able to lift 20 pounds.
- Duties assigned.

Pay Rate: $15.00

Apply and Contact:
Please check back soon on how to apply.

Please direct any questions about this position to Lorrie Klimoski at lklimoski@recreation.ucla.edu