

JOB DESCRIPTION

San Diego County Office of Education

FACILITIES RESERVATION ASSISTANT

Purpose Statement:

Under general direction, the Facilities Reservation Assistant schedules, organizes, facilitates and assists in the planning and development of all aspects of customized activities and events at SDCOE facilities for individuals and groups from school districts, the County Office of Education, the community, and local businesses.

Diversity Statement:

Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

Representative Duties:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties.

Essential Functions:

- Schedules, organizes, facilitates and assists in the planning of customized activities and events at SDCOE facilities.
- Assesses and reviews reservation requests; schedules meetings, in-services, conferences, ceremonies, and special events; confirms reservation schedule and services with clients.
- Collaborates with staff and participates in the preparation of facilities to best meet the particular needs of each client; consults with current and potential clients in person and by phone, or other electronic communication methods to clarify reservation requests; provides advice regarding services; explains services available and their costs; and interprets related County Office procedures and policies.
- Determines and recommends appropriate technologies and participant configurations for meetings.
- Identifies and arranges for technical and instructional resources and staff support.
- Monitors and provides support for the successful completion of SDCOE facilities and events.
- Calculates and informs clients of estimated costs of activities and events; prepares invoices for facility use, including support staff overtime; monitors payments received.
- Evaluates success of activities in addressing overall client-expressed needs by contacting

clients and requesting and suggesting ideas for improvement.

- Maintains familiarity with emerging technologies and identifies potential uses in meeting client needs.
- Resolves potential conflicts between client needs and SDCOE facility capacities for multiple events.
- Schedules and coordinates the use of SDCOE facilities collect client certificates of insurance.
- Assists visitors or prospective customers to SDCOE facilities by scheduling tours and equipment and software use.
- Composes and prepares a variety of correspondence.
- Assists in the preparation of promotional materials and special reports.
- Monitors the use of SDCOE equipment.
- Assists with recommending equipment modifications, replacements and appropriate purchases.
- Coordinates maintenance of equipment with technical and custodial staff.
- Maintains a variety of files and records and prepares routine reports related to facility operations and equipment.

Other Functions:

- Perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications:

Knowledge and Abilities

KNOWLEDGE OF:

Microcomputers, peripherals, video conferencing equipment, the Internet and a wide variety of software programs (e.g., word processing, database, desktop publishing, spreadsheet, executive presentation, etc.)

Principles and techniques related to conference, special event, and meeting planning, facility selection and set-up.

General knowledge of practical uses of technology-based resources in classroom instructional and staff development activities

ABILITY TO:

Schedule and organize multiple activities.

Facilitate the collaborative work of others.

Communicate orally and in writing.

Assess client needs and make appropriate training and technology-based recommendations.

Make decisions on procedural matters using good judgment within the scope of established policy.

Develop and maintain a variety of accurate records and prepare reports.
Resolve sensitive issues and conflicts using tact and diplomacy.
Work with minimum supervision.
Establish cooperative working relationships with those contacted in the performance of required duties.
Organize and prioritize work.
Exercise appropriate judgment in making decisions.
Maintain confidentiality of information.
Demonstrate attendance sufficient to complete the duties of the position as required.
Complete routine tasks thoroughly, accurately and with attention to detail.

Working Environment:

ENVIRONMENT:

Duties are typically performed in an office setting.
May be designated in an alternate work setting using computer-based equipment to perform duties.

PHYSICAL ABILITIES:

Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Education and Experience:

Education: High School diploma or equivalent

Experience: At least two (2) years of experience scheduling, organizing and facilitating multiple activities and events requiring considerable contact with individuals and organizations. Experience must include working with computers, peripherals, video conferencing and multimedia equipment, the Internet and a wide variety of software, preferably within an educational environment. Previous experience working with student and teacher technology guidelines and requirements is desirable but not required.

Equivalency: A combination of education and experience equivalent to two years of experience scheduling, organizing and facilitating multiple activities and events requiring considerable contact with individuals and organizations. Experience must include working with computers, peripherals, video conferencing and multimedia equipment, the Internet and a wide variety of software, preferably within an educational environment. Previous experience working with student and teacher technology guidelines and requirements is desirable but not required.

Required Testing

N/A

Certificates, Licenses, Credentials

N/A

Continuing Educ./Training

N/A

Clearances

Criminal Justice Fingerprint/Background
Clearance
Physical Exam including drug screen
Tuberculosis Clearance

FLSA Status: Non-Exempt

Salary Grade Classified Support Grade 050

Personnel Commission Approved: July 1999

Revised: 08/2015; 06/2023