Title: Lead Student Scheduler

Term of Employment: Academic Term (Aug-Dec/Feb-May)

Position Abstract:

<table>
<thead>
<tr>
<th>Percentage of Responsibilities</th>
<th>Position Responsibilities/ Tasks</th>
</tr>
</thead>
</table>
| **Scheduling**                 | • Act as a scheduler, performing all duties assigned to Student Schedulers, while handling the more complex meetings and events for student groups and university offices  
• Offer extra-ordinary customer service via telephone, in-person, and through email.  
• Supervise and prepare daily reports for environment usage for distribution to the CSU Operations Staff, Parking, Security, Building Services, and other CSU Tenants |
| **Leadership**                 | • Demonstrate leadership by modeling efficient and effective work habits  
• Assist in basic training and development of student employees  
• Educate student employees on EMS, the scheduling system  
• Work with Grad Assistant to oversee collection, processing, and distribution of scheduling forms and paperwork  
• Update weekly environmental service report information by contacting clients and gathering input from Operations and Catering Staff. |

Learning Outcomes

| Leadership and Professionalism | • Student will gain experience leading a team of peers, managing personnel, and working within a professional office.  
• The Student will learn the punctuality, organization, and expectations of an individual working in a professional business setting |
| Computer Competency            | • The Student will gain extensive experience working with the Microsoft Office Suite, and EMS (Scheduling System). |
| Critical Thinking              | • Students will be able to quickly and effectively identify problems, identify and utilize correct knowledge sources, ask critical and analytical questions, and arrive at conclusions to matters of varying urgency. |
| Organization and Multitasking  | • Due to the varying duties of the Lead, the Student will gain experience in multitasking different projects, maintain organization throughout scheduling process, and distribute documentation quickly and efficiently. |