
Event Services & Operations Associate – Summer Team

This role supports all areas of Student Centers, fluidly connecting operations, customer service, facilities, and a/v in order to provide the optimal guest experience. Shifts may be scheduled throughout the day 7a-12a all days of the week.

Previous employment with Student Centers preferred.

Learning Outcomes

- Manage task oriented operations
- Demonstrate integrity and responsible decision making
- Communicate effectively, both oral and written
- Translate their on-campus experiences into professional skills
- Analyze and solve problems, individually and as part of a team
- Recognize their roles in Student Centers and how it helps fulfill our mission
- Demonstrate a working knowledge of Student Center facilities, policies and procedures.

Duties and Responsibilities:

Customer Service

- Furnish customers with outstanding service by remaining on alert and responsive to their requests. Customer service is the highest priority
- Provide information about the campus, its academic and non-academic functions and the community in general
- Maintain a working knowledge of each of the five Student Centers and the Vanderbilt University community
- Handle phone calls in a professional manner which includes taking messages and forwarding calls to proper staff members
- Direct visitors to the proper offices situated within the respective Student Centers
- Money transactions and Box Office responsibilities may apply

Facilities Operations

- Learn and execute locking and unlocking procedures for all Student Centers
- Handle security and maintenance issues
- Enforce and abide by all policies and procedures as they relate to the Student Centers and the University.
- Have working knowledge of tornado evacuation plans, fire evacuation plans, medical and other security needs
- Inspect and maintain meeting rooms (prior to and at conclusion of all events)

Event Management

- Help book meeting rooms and handle equipment check out.
- Check in with clients prior to the start of their meeting or event to ensure their needs are met
- Learn and practice basic a/v troubleshooting in meeting rooms and event spaces
- Provide on-site assistance to clients before, during, and after events
- Resolve problems and answer inquiries concerning an event
- Compose a shift log that details your actions and items that are taking place in the building
- Work closely with professional and student event managers in managing center events

Event Set-Ups

- Perform all prescribed set-ups for events within the facilities (i.e. moving tables, chairs, staging, etc.)
- Learn various room set-ups and configurations, and be able to interpret set up diagrams and instructions
- Ensure equipment is set up properly as intended
- Handle last minute set up alterations when feasible, and practice good judgement when faced with space constraint issues
- Assist with equipment and facility upkeep and report maintenance issues, including fitness equipment
- Maintain working knowledge of facility equipment and inventory

Expectations

- Follow Student Centers dress code regulations
- Read and respond to all correspondence from supervisors
- Conduct one's self in a professional manner
- Attend regularly scheduled meetings and follow all scheduling policies
- Perform other duties as assigned