STUDENT CENTERS JOB DESCRIPTION

Sales & Marketing Associate

Learning Outcomes
Students employed by Vanderbilt Student Centers will be able to:

- Provide outstanding customer service
- Demonstrate integrity & 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 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 professionally which includes taking messages and forwarding calls to proper staff members
- Be able to assist clients with event reservations

Event Management
- Take clients on site visits in various Student Centers and answer any questions they may have
- Help identify and book appropriate spaces for events
- Check in with clients prior to the start of their meeting or event to ensure their needs are met
- Serve as the on-site manager, providing on-site assistance to clients before, during, and after events
- Learn various room set-ups and configurations
- Ensure rooms are set for upcoming events
- Resolve problems and answer inquiries concerning an event
- Work closely with professional and student event managers in managing center events

Office Operations
- Maintain the office’s general email account
- Utilize event management software to enter and review reservation requests
- Maintain the appearance of the Information Desk at all times
- Assist Student Center staff with additional requests and projects as they arise

General
- Follow Student Center 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