STUDENT CENTERS JOB DESCRIPTION

Production Services Associate

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

- Manage task oriented operations
- 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 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
- Check in with clients prior to the start of their meeting or event to ensure their needs are met

Event Management
- Assist fellow Production Services staff in the set-up, operation and tear-down of equipment for assigned large events.
- Set-up, operate, and tear-down equipment for events as assigned.
- Remain in close contact with Event Managers in preparation for assigned events to gather information and updates prior to assigned events, convey event progress and status during events and when completed in tearing down events.
- Interact with clients continually before, during and after assigned events as to provide superior service.
- Assist event participants as needed in interaction with and use of audio visual equipment.
- Maintain correct usage of time and resource records to insure proper billing.
- Maintain proper decorum and dress in all client interactions.
- Other duties as assigned to advance the mission of the cluster, Division and University.

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