Event Services Associate

Roles vary by building and include opportunities at Sarratt Rand, Commons Center, and in the Student Centers office.

Shifts are offered based on hours of operation as follows:
- Sarratt Rand - Monday-Friday: 7a-12a | Weekends: 8a-12a
- Commons Center - Monday-Friday: 7a-12a | Weekends: 8a-12a
- Student Centers Office - M-F Only: 8a-5p

Learning Outcomes
- Manage task oriented operations
- Demonstrate integrity & responsible decision making
- Communicate effectively, both orally and in writing
- Translate on-campus experiences into professional skills
- Analyze and solve problems, individually and as part of a team
- Recognize role in Student Centers and how it helps fulfill the department mission
- Demonstrate a working knowledge of Student Center facilities, policies, and procedures

Duties and Responsibilities

Customer Service (60%)
- Furnish customers with outstanding service by remaining alert and responsive to their requests
- Provide information about the campus, its academic and non-academic functions and the community in general
- Maintain a working knowledge of each of the Student Centers and the Vanderbilt University community
- Interact professionally and warmly with clients via phone calls, email, or walk-ins
- Respond calmly and effectively to reasonable on-the-fly client requests for set up alterations
- Ensure cleanliness of work area at all times
- Money transactions and Box Office responsibilities may apply

Operations (40%)
- Perform all prescribed set-ups for events within the facilities (i.e. moving tables, chairs, staging, etc.)
- Learn various room set-ups and configurations
- Perform basic a/v set-ups independently and assist production services staff with more advanced set-ups.
- Handle last minute set up alterations when feasible
- Practice good judgement when faced with space constraint issues, always abiding by state fire code regulations
- Assist with equipment facility upkeep and report maintenance issues (may include fitness equipment)
- Maintain working knowledge of facility equipment and inventory

Expectations
- Adhere to Student Centers dress code
- Maintain active and open lines of communication with supervisor(s) and co-workers
- Conduct one’s self in a professional manner
- Minimize hazards by practicing proper safety techniques
- Attend regularly scheduled meetings and follow all scheduling policies
- Perform other duties as assigned