Production Services Associate

This role provides audio/visual technical support to events taking place in Student Centers and other spaces on campus. Hours of operation vary, but most shifts will likely be offered in the weekday evenings (4p-11p) and weekends anytime, working around scheduled events.

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

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

Technical Support

- Communicate with Event Managers to gather client’s technical (audio/visual) needs
- Assist fellow professional and student staff in the set-up, operation and tear-down of equipment
- Provide technical support for duration of event
- Maintain working knowledge of technical 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
- Attend regularly scheduled meetings and follow all scheduling policies
- Perform other duties as assigned