Event Operations Associate

This role assists with set up and tear down of equipment for events taking place in the Student Life Center and Alumni Hall, such as: tables, chairs, staging, linens, etc. Some physical ability is needed. Hours of operation vary based on 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

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, and be able to interpret set up diagrams and instructions
- 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 and facility upkeep and report maintenance issues
- Maintain working knowledge of facility equipment and inventory

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

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