



# STUDENT EMPLOYEE JOB DESCRIPTION

## EVENT SERVICES

### Student Coordinator Lead

#### General Job Summary:

The University Center is currently seeking responsible, outgoing, enthusiastic and friendly individuals to meet and greet guests and visitors to campus at the Event Services Desk. The position will also be responsible for answering and routing all incoming phone calls and questions, giving directions, scheduling rooms and events, and completing general clerical work, and other duties as assigned. Individuals must be able to work evenings, weekends and special events.

#### 1. Duties and Responsibilities:

- Greet guests and visitors at the Event Services Information Desk. Provide accurate information and directions to the general population about the campus and University Center facility spaces along with information regarding Aggie Traditions and general A&M knowledge.
- Provide excellent customer service at all times to our patrons in the buildings.
- When working at the Event Services Desk, employee must be able to provide information regarding meeting spaces in the University Center. Be able to answer general questions relating to meeting times, room size, pricing, and room layout.
- Make new event reservations for clients via walk-in, e-mail or phone.
- Unlock/lock meeting rooms as needed.
- Answer and direct phone calls to appropriate staff member in a professional manner.
- Must be able to use the handheld radio to communicate with other staff members in a professional manner.
- Be able to communicate effectively with customers, staff, and set-up crew so that event details are relayed accurately and in a timely manner.
- Must be able to recognize special event items, and forward special events to the correct full-time staff member.
- Must be able to communicate and have full knowledge of the Event Services policies and procedures, to include:
  - Pricing
  - Time slots
  - Set-up types
  - Food Policy
  - Table Zone Requests
  - Expressive Activity



- Concessions
- Marketing options
- Prohibited Items
- General Life Safety requirements
- Complete the paperwork/ documentation process for events by scanning and attaching documents into the appropriate locations.
- Assists in the creation of work schedules for all Event Services student worker positions.
- Assists in the creation of work orders on a daily basis.
- Creates Virtual EMS accounts for clients.
- Trains new student employees on the When to Work schedule system, Lasso, TrainTraq, Workday and all other day-to-day activities, to include office standards and policies and procedures.
- Must be able to work evenings, weekends and/or special events as needed.
- Must be able to submit hours worked at the end of every shift. Hours entered into Workday must be accurately entered, and match the time recorded on Lasso.
- May require light lifting/carrying and running errands.
- Check meeting rooms and other spaces for required equipment, setup accuracy and maintenance-related issues.
- Complete general clerical work and other duties as assigned.

## **2. Work Schedule**

Hours will vary depending on your schedule, but the general hours are as follows:  
Sunday-Saturday 7:00am-12:00am

## **3. Adhere to all TAMU rules and regulations and abide by the Aggie Code of Honor.**

## **4. Minimum Qualifications:**

Individuals must possess the ability to multi-task in a fast-paced environment, strong verbal skills in English, must be easily understandable in person and over the phone, strong hospitality and customer service skills, strong knowledge of A&M and its traditions, need to know general directions around campus, must be punctual, reliable and professional. Any appointment making or reservation experience a plus! Must be able to work some evenings, weekends, and/or special events.

## **5. Learning Outcomes**

- Identify professional development opportunities that will enhance professional growth, Identify the relevance of the skills they are gaining, formulate a plan of



personal goals for continued professional growth and articulate how the skills they are gaining are transferable.

- Recognize an ethical dilemma and apply rational decision-making in order to address it, acknowledge and address the consequences of one's own actions and accept and learn from criticism.
- Students work collaboratively with co-workers and full time staff from many diverse cultures, races, genders, religions, lifestyles, and viewpoints. Students work together with the same purpose/goal in mind.

**6. Starting Pay: \$13.00/hr**