



# STUDENT EMPLOYEE JOB DESCRIPTION

## AGGIE PARK

### Student Leader

#### General Job Summary:

University Center & Special Events is currently seeking responsible and friendly individuals to provide great customer service in our Aggie Park office. This position is responsible for monitoring Park activities, welcoming events, distributing and maintaining equipment and answering and routing all facility coordination inquiries.

#### 1. Duties and Responsibilities:

- Responsible for creating and maintaining student schedules for game check out in the anteatier Fieldhouse as well as team members schedules to support events. Will also train student assistants how to operate scheduling and event management software.
- Supervise a team of students for event set up/strike and when appropriate liaise with customer regarding event set up and satisfaction.
- Conduct department trainings for student assistants regarding the storage and operation of park assets including sound systems, park furniture, and equipment like games, golf carts etc.
- Supervise activities within Aggie Park to ensure compliance with all University and Park rules.
- Monitor condition of park resources to include games, furniture, seating areas, landscaping, pathway conditions etc.
- Set up, removal, relocation, drying and or light cleaning of park furniture and games as needed.
- Welcome guests to Aggie Park and be familiar with the reservation process to, when appropriate, encourage groups to set park reservations.
- Provide a high level of customer service and disseminate information regarding Texas A&M and University Center & Special Events in person, by telephone and through electronic communication to the appropriate audience.
- Receive incoming calls and properly transfer or take a message; messages are emailed to the appropriate person and messages should include correct information regarding who, what, when and return number.
- Provide front desk operations with clerical office duties including answering telephones with proper etiquette, filing, stocking supplies, operating copier and fax machine, maintaining storage cabinets and ensuring break room area stays clean and presentable at all times.
- Ability to maintain and create office documents.
- Willing to be trained and work in other areas within the University Center & Special Events.
- Assist in the training process for new student assistants.
- May require light lifting/carrying and running errands.



- May require operating a golf cart or gator.
- Effectively communicate with service providers (custodial, facilities, etc.) regarding building conditions to ensure facilities are ready for daily operation.
- Other duties as assigned

## **2. Work Schedule**

Hours will vary depending on your schedule.

Normal business hours are Monday – Sunday 8:00am – 8:00pm

Evening and weekend events as requested.

## **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. May be needed to work some evenings, weekends, and/or special events.

## **5. Learning Outcomes**

- The student will be able to communicate effectively in a professional setting.
- Be able to demonstrate the ability to organize, prioritize and delegate work.
- Be able to identify the relevance of the skills they are gaining.
- Be able to acknowledge and address the importance of facility safety and security.
- Student will be able to demonstrate skills in basic leadership, event management, and organization.

## **6. Starting Pay: \$12.00/hr**