

VALPARAISO UNIVERSITY, HARRE UNION JOB DESCRIPTION

EVENT SERVICES

Job Summary: Event Services (ES) staff members operate with a high degree of autonomy in the area of facilities operations and technology. The role of the Event Services staff is to reasonably meet the needs of all Harre Union guests and customers. Specifically, Event Services staff members on duty are responsible for operating all audio/visual equipment, meeting room setups, and maintaining a tidy, clean look in the facility as needed. Additionally, the Event Services staff is responsible for providing customer service for union customers and guests and assisting the Assistant Director and Facilities Management when needed.

Learning

Outcomes:

As a result of serving as an Event Services staff member, students will be able to:

- Describe the Role of the College Union in relation to the Harre Union Mission statement and the importance of student employees in relation to building management.
- Execute quality customer service skills when working with a variety of customers and collaborating with a number of on and off-campus offices.
- Understand thoroughly the day-to-day operations of the 202,000 square foot Union, including physical facility's needs, as well as staff resources and roles.
- Recognize the importance of various logistics in relation to overall management of facility, including the reservations process, building policies, and knowledge of logistic reports.
- Communicate the importance of basic autonomy and problem-solving practices related to their individual work style.
- Utilize a wide-variety of audio visual equipment and technology resources to effectively enhance the customer experience.

Core

Competencies:

This position is related to the following ACUI Core Competencies:
Facilities Management, Communication, Technology

Supervision:

This position reports directly to the Student Employee Manager and the Assistant Director of the Harre Union.

Hours:

Approximately 6-10 hours per week including a bi-weekly weekend rotation. Early mornings and late night hours are possible and should be expected.

Qualifications:

1. The event services must hold and maintain a minimum of a 2.25 cumulative GPA
2. The event services must have completed at least one semester as a full-time student at Valparaiso University. Two semesters is preferred.
3. Must be in good standing with the University.
4. Ability to work independently with little supervision
5. Dependable and ability to follow-through with tasks.
6. Possess and display attention to detail in his or her day-to-day work.
7. Ability and comfortableness with handling large amounts of responsibility
8. Willingness and interest in working with others
9. Ability to multi-task and oversee multiple projects at once.
10. Effective communication skills
11. Willingness to work and learn
12. Flexibility and problem solving ability

13. The event services must have the ability and willingness to work weekdays, evenings, and weekends.

Responsibilities:

- Complete all meeting room setups for the day as listed in the Daily Operations/Logistics Report.
- Set up and operate audio/visual equipment, sound systems, and video projectors as needed.
- Ensure that all meeting rooms are opened for scheduled events, and locked promptly after.
- Ensure that the building looks presentable and is safe for guests at all times. This may include some light cleaning/housekeeping duties.
- Complete rounds of the building, guaranteeing overall building appearance, safety, and customer satisfaction.
- Understand and uphold Union policies.
- Complete all daily facility maintenance duties as listed in the Event Services Daily Checklist.
- Serve as a support for all events and staff on duty to ensure smooth operation of building events.
- Attend all scheduled meetings and training sessions including a bi-weekly staff meeting.