

Client Services Team Member, Student Union & Event Services

PURPOSE

Client Services Team Members are responsible for setting up all SUES events, keeping meeting and storage spaces clean and neat, and providing excellent customer service to guests. Client Services Team Members must have a working knowledge of the Student Union, SUES operations, policies, and procedures in order to ensure smooth operations within the Union.

MINIMUM QUALIFICATIONS

- Ability to perform all duties and responsibilities as outlined above.
- Must be able to lift and move up to 50 lbs. in weight.
- Must have excellent verbal communication skills.
- Must effectively interact with staff, faculty, students, and guests.
- Must be enrolled in 6 or more credit hours and adhere to the SUES GPA policy.

PREFERRED QUALIFICATIONS

- Experience with event setup or programing.
- Pursuing Hotel/Hospitality/Management career path.
- Willingness to learn and very self-motivated.

TASK

DUTIES AND RESPONSIBILITIES

- Setup tables, chairs, and other equipment for events in the Student Union, and any other spaces where SUES events are held.
- Deliver, setup, and pickup equipment loans, ensuring upon pickup that all equipment is accounted for and in working condition.
- Ensure equipment is clean and tidy prior to events.
- Greet guests at the start of their event in their meeting space to confirm that their needs are met.
- Work with the Client Services Manager and Event Coordinator in facilitating guests' immediate needs.
- Work with the rest of the Client Services Team, and Client Services Manager to ensure that setups and other duties are done efficiently and all tasks are completed as assigned.
- Communicate effectively with guests, staff, students, and university faculty.
- Assist the Client Services Manager in recording equipment inventory, building maintenance needs, and event issues in the appropriate logs.
- Manage time while on shift to ensure all necessary tasks are complete.
- Follow directions from the Client Services Manager, Setup Manager, Event Operations Coordinator and Event Operations Manager.
- Enforce building regulations and policies.
- Abide by the Rebel Way standards of conduct.
- Assist Client Services Manager as directed.
- Perform all other duties as assigned.

Salary:

\$9.50 per hour

Estimated Hours of Work Per Week:

20

Contact Person:

Austin Gima, Event Operations Manager
Austin.Gima@unlv.edu

EMPLOYMENT REQUIREMENTS

- All setups and room unlocks will be completed on time.
- All equipment loans will be delivered and picked up on time.
- Storage areas will be kept neat and tidy.
- Hallways and open areas will be kept free of unused equipment.
- Guests will be greeted before their event begins.
- Changes to event rooms and equipment will happen as quickly and efficiently as possible.
- Equipment set up in rooms will always be clean.
- Broken equipment will be removed from inventory and supervisors will be notified.
- All members of the team will actively read setup sheets, check and update the setup board, and interpret diagrams.
- All members of the team will work together to complete all setups and other assignments.
- You will continuously self-train and assist in the training of other members of the team.
- As a representative of SUES and UNLV, you will maintain a positive attitude and professional demeanor
- You come to work, expecting to work.
- Questions or concerns will be communicated as soon as possible to the Event Operations Coordinator or Event Operations Manager.

CRITERIA FOR SUCCESS

Client Service Team Members will be evaluated on their performance every Spring semester, or during the Fall semester for December graduation. The staff evaluation process consists of a self-evaluation, peer evaluation, and supervisor evaluation. The staff evaluation measures the following objectives:

- Ability to arrive on time and properly execute the assigned responsibilities
- Ability to work well with others on the SUES team.
- Ability to assess a situation and make proper decisions independently to solve an issue.
- Ability to positively contribute to a guest's experience by providing excellent customer service.
- Ability to communicate properly with clients, students, and staff.
- Ability to act in a professional manner and serve as a role model to the Event Operations Team.
- Ability to take initiative and develop leadership skills.
- Ability to use the experience and knowledge gained to make a connection with other SUES departments and UNLV.

TRANSFERABLE SKILLS AND KNOWLEDGE GAINED BY EMPLOYMENT

Relationship Development	Critical Thinking
Interpersonal Communication Skills	Self-Confidence and Self Discovery
Time Management	Teamwork in Collaborative Settings
Event Planning	Problem Solving