

# **Event Assistant**

## **Purpose**

The Office of Student Union & Event Services (SUES) exists to assist students, faculty and staff, and non-university guests in ensuring that access to Student Affairs Facilities runs as smoothly as possible. The office is responsible for the management of the scheduling and reservation process for all SUES managed facilities. These facilities include the Student Union, Campus Housing, Student Recreation and Wellness Center and University Green Space. The main mission of the office is to provide a one-stop location for groups or individuals and assist with the planning of their meetings and/or events within the Student Affairs facilities. The role of the Event Assistant is to support event success through on-site event management and administrative assistance. Individuals holding this position must be able to effectively problem-solve and prioritize workload.

## **Minimum Qualifications:**

*A successful candidate should have*

- Ability to work autonomously and manage multiple tasks simultaneously
- Ability to work effectively in a dynamic environment
- Ability to adjust behavior in order to meet guest needs
- Ability and willingness to understand and use computerized scheduling software
- Ability to work as an effective member of a diverse office team
- Flexibility in academic schedule to work on a regular basis (15-20 hours per week) during the Fall, Spring and Summer semesters
- Friendly personality and self-motivation
- Strong desire to learn
- Confidence to take action that no one has requested in order to enhance job results
- Excellent written and verbal communication skills
- Strong organizational skills
- Must be enrolled in 6 or more credit hours
- Must maintain a semester GPA higher than 2.00 and a cumulative GPA higher than 2.25 to retain the position

## **Preferred Qualifications**

- Students pursuing a Hospitality Management major with emphasis in Meetings and Events are strongly encouraged to apply.

## **Tasks and Responsibilities include, but are not limited to:**

- Greets and confidently interacts with clients
- Attend staff meetings and mandatory training sessions
- Maintain confidentiality of privileged information at all times
- Oversee events to provide on-site assistance with audio-visual, campus information, catering, safety, etc.
- Act as liaison for event organizer(s) with on-campus departments and registered student organizations

- Work alongside the Conference and Event Services team in planning and coordinating events. This may include but is not limited to data entry, room layout diagram and work order creation, client meetings, client communications, on-site event management and other tasks as assigned by the Conference and Event Coordinators.
- Maintain professional and courteous interaction with event attendees, university staff, faculty, students and co- workers
- Maintain cleanliness and organization of storage areas, desks, and office space. Uphold security of said areas and contents at all times.
- Attend meetings with the supervisor to discuss job responsibilities and development topics.
- Have a comprehensive knowledge and adhere to all Student Affairs, emergency and university policies and procedures. Maintain exemplary conduct and enforce service standards at all times as a representative of the University of Nevada, Las Vegas and the Student Union & Event Services office
- Maintain communication with SUES staff regarding the progress of all projects and assignments
- Use critical thinking skills to solve issues that come up during event planning
- Adhere to the student employee policies and guidelines
- Flexibility to work early morning hours, evenings and weekends during the Fall, Spring and Summer Semesters

### **Criteria**

The Event Assistant will be evaluated on performance each year. The staff evaluation measures the following objectives.

- Provides quality service to guests and peers, while also demonstrating a friendly attitude
- Receptive to feedback and willing to improve if/when needed
- Completes tasks efficiently and accurately
- Remains focused on work during shift
- Utilizes strong organizational skills during work
- Attempts finding solutions to questions, problems or conflicts
- Demonstrates an understanding of professional and detailed-oriented correspondence
- Attends work regularly and promptly
- Adheres to the student employee policies and guidelines
- Takes initiative on delegated tasks and projects

### **Learning Outcomes and Transferable Skills**

- Creating a professional persona
- Time management
- Problem solving/Decision Making
- Ability to work with others
- Effective leadership
- Organizational management
- Customer service experience

**Salary:** \$10.50/hour

**Estimated Hours of Work per Week:** Up to 20 (Hours typically are 8 am – 5 pm Monday to Friday, with flexibility to work early mornings, evenings and weekends).

**GPA Requirements:** Cumulative - 2.25 / Semester - 2.0 with a minimum of 6 semester hours (grades and hours will be monitored)