



Graduate Assistant, *Conference and Events*
Student Union and Event Services

Job Summary

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 Outdoor Spaces. 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 Graduate Assistant of Conference and Events is to support event success through on-site event management and administrative assistance. This position will provide leadership to the Event Assistant(s) and individuals holding this position must be able to effectively problem-solve and prioritize multiple tasks and events.

Duties and Responsibilities

- Serve as a main contact for event organizer(s) with on-campus departments, registered student organizations and external guests
- Providing clients with exceptional customer service and responding to client requests in a professional and courteous manner
- Work collaboratively with the client, catering and custodial team onsite
- Confirming setup accuracy and working with Operations Team to make adjustments within the expectations of the reservation
- Oversee events to provide on-site support with audio-visual, campus information, catering, safety, etc.
- Attend all staff meetings and mandatory training sessions
- Oversee scheduling and training of Event Assistant(s)
- Mentor, support and provide leadership to Event Assistant(s)
- Meet with Event Assistant(s) one on one to discuss tasks and responsibilities
- Maintain confidentiality of privileged information at all times
- 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
- Attend weekly meetings with 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 “Rebel Way” student employee policies and guidelines



- Flexibility to work early morning hours, evenings, nights and weekends during the Fall, Spring and Summer Semesters

Minimum Qualifications

Ability to perform all duties and responsibilities as outlined above. Must be a current UNLV graduate student and maintain a cumulative GPA of 3.0. Prior management or volunteer leadership experience required with strong preference given to applicants with minimum one (1) year experience in conference or events. Knowledge of event management is strongly preferred.

Criteria for Success

The Graduate Assistant of Conference and Events 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 “Rebel Way” 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
- Pride and connection to UNLV/sense of belonging
- Customer service experience
- Ability to evaluate achievements and that of others
- Independent learning