

Event Concierge, Student Union & Event Services

PURPOSE

The Event Concierge is responsible for ensuring all clients are greeted upon arrival, all rooms are set and ready to use, and that they are visible and available to answer any questions or requests our clients may have. The Event Concierge is the first point of contact for the Event Operations team to clients during their events. The Event Concierge 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 have excellent organizational skills.
- Must have excellent verbal communication skills.
- Must effectively interact with staff, faculty, students, and guests.
- Must have a willingness to learn and be very self-motivated.
- Must be enrolled in 6 or more credit hours and adhere to the SUES GPA policy.

PREFERRED QUALIFICATIONS

- Experience with event setup and/or Audio-Visual equipment.
- Pursuing Hotel/Hospitality/Management career path.

TASK

DUTIES AND RESPONSIBILITIES

- Ensure proper setup of tables, chairs, AV and other equipment for events in the Student Union, Pida Plaza and SU courtyard.
- Provide basic AV support/troubleshooting
- Ensure equipment is clean and tidy prior to events.
- Unlock meeting rooms, greet clients upon arrival, and ensure that their needs are met.
- Work with Client and Technical Services teams to accommodate last minute requests.
- Submit a daily summary of the shift.
- Communicate effectively with guests, staff, students, and university faculty.
- Enforce building regulations and policies.
- Abide by the Rebel Way standards of conduct.
- Perform all other duties as assigned.

Salary:

\$10.50 per hour

Estimated Hours of Work Per Week:

20

Contact Person:

Kierstin Dimmick, Event Technology Coordinator
Kierstin.dimmick@unlv.edu

EMPLOYMENT REQUIREMENTS

- All setups and room unlocks will be completed on time.
- Guests will be greeted before their event begins.
- All equipment loans will be delivered and picked up on time.
- Desk area will be kept neat and tidy.
- Hallways and open areas will be kept free of unused equipment.
- 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 Cody or Rich will be notified
- All members of the team will actively read setup paperwork and 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 Event Technology Coordinator

CRITERIA FOR SUCCESS

Event Concierge Staff will be evaluated on their performance each semester. 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 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
Incident Report Writing	Knowledge of Administrative Process and Paperwork