



Sales and Marketing Assistant
Student Union & Event Services

Purpose:

This position will assist the Sales staff with day-to-day generation of sales contracts of SUES-managed meeting spaces and services. They will also input proposals with pricing quotes and coordinate the contracting process. Individuals holding this position will need strong customer service skills, administrative skills, a basic understanding of accounting, and efficient communication skills in person, on the phone, and via email.

Required Qualifications:

- Must be enrolled in six or more credit hours.
- Must be available to work a minimum of 15 hours per week.
- Must have enough credits to be identified at sophomore status or above.
- Must be comfortable working in a professional environment with a great deal of exposure to clients.
- Must be able to work independently and meet established deadlines.
- Must have a working knowledge of Microsoft Office suite (Publisher, Word, Excel, Access, PowerPoint).

Preferred Qualifications:

- Previous experience using scheduling software Kinetic or another scheduling/facilities management software.
- Previous employment experience within SUES in any area (Business Operations, Reservations, Operations, Facilities, Front Desk).

Tasks:

- Duties and responsibilities include, but are not limited to:
- Working in the sales software, Kinetic, to input client data and special events facility needs
- Issuing contracts and collecting required documentation from clients interested in utilizing SUES event spaces and services.
- Working collaboratively with Sales & Marketing team members to contract outside groups to use SUES for meetings and events.
- Actively learning and understanding the feasibility and opportunities for space utilizations and special offerings requested during the contracting process.
- Maintaining a consistent SUES brand in all outreach and communications by utilizing appropriate language, grammar, spelling and visual aids/materials.
- Assist with social media managem
- Work with student graphic designers to create content for social media posts
- Maintain social media calendar

Staff Expectations:

- Act as a paraprofessional in all interactions with fellow staff members and team members.
- Maintain a clean and tidy work space.
- Maintain regular communication with professional staff members and other team members.
- Arrive on time for all shifts and meetings.



- Adhere to Rebel Way standards of work ethic and behavior.
- Adhere to SUES' core values of Sustainability, Teamwork, Integrity and Communication in your interactions with team members and clients.
- Follow directions, policies and procedures as given.
- Other duties as assigned by supervisor.

Criteria for Success:

Sales Assistants will be evaluated on their performance each semester, which will determine future advancement opportunities and merit pay increases for all employees in SUES. The staff evaluation process consists of a self-evaluation, peer evaluation and supervisor evaluation conducted each semester. The staff evaluation measures the following objectives:

- **Decision Making & Problem Solving:** identify available resources and information; keep necessary items/issues confidential and keep supervisor informed; make attempts at finding solutions to questions, problems or conflicts with minimal issues.
- **Customer Service:** provide quality service to guests and peers, while demonstrating friendly attitude; confident in their delivery; know where resources exist with minimal assistance.
- **Communication:** communicate verbally and/or in writing with minimal confusion and loss of information; basic understanding of professional correspondence; regularly responds to phone calls and emails; transfer of information is detailed and complete.
- **Leadership Development:** act as a respectable employee within department; take initiative on delegated tasks and projects; recognize problems when they occur; demonstrate respectable qualities in approach to work.
- **Teamwork:** able to work well with team members; able to resolve conflicts; receptive to feedback and makes effort to improve; open and respectful of diverse viewpoints and groups; set peers up for success and strive to reach team's mission.
- **Supervision:** able to set staff priorities and keep day to day operations running; adhere to The Rebel Way; provide performance feedback and guidance to staff members; assist with providing initial training to new staff; gains respect of team and works through challenges of supervising peers and friends.
- **Professionalism:** exhibit standards of SUES mission and core values by displaying acceptable level of professionalism; follow Rebel Way standards (regarding dress, language, relationships with others, etc.); regular attendance including arriving on time for scheduled shifts; positive attitude towards colleagues and guests; respectable representation of SUES on and off shift
- **Work Performance:** demonstrate clear understanding of duties and responsibilities of job; complete tasks efficiently and accurately; remain focused on work during shift; maintain clean and presentable workspaces; functional organizational skills; can be trusted by coworkers and supervisors to complete tasks on time with minimal supervision or instruction.
- **Connection to SUES & UNLV:** positively promote SUES and UNLV to peers and acquaintances; involved in SUES-focused initiatives and events; adhere to Rebel Way standards.

Transferrable Skills & Knowledge Gained By Employment:

- Community Building



- Relationship Development
- Interpersonal Communication Skills
- Active Listening
- Negotiating
- Budgeting
- Time Management
- Teamwork in Collaborative Settings
- Business Communication
- Self-Confidence and Self Discovery
- Critical Thinking
- Problem Solving
- Knowledge of Campus Resources
- Knowledge of administrative process and paperwork