

Special Event Staff Position Description

Purpose

The primary responsibility of the Special Event Staff is to provide general information and assistance to guests and enforce SRWC policies and procedures. Event staff will interact directly with teams, coaches, spectators, officials, patrons and guests and act as the initial point-of-contact. This person will need to be able to solve on-the-job issues by utilizing effective critical thinking and decision-making skills and possess the ability to work with diverse populations.

Minimum Qualifications

- Current CPR/ First Aid/AED Certifications Required.
- Must be a UNLV student and available to work during summer evenings and weekends.
- Minimum GPA requirements: Semester GPA: 2.0 Cumulative GPA: 2.25

Physical Demands

- Ability to recognize and respond to emergency situations.
- Ability to lift 50 pounds and sit or stand for extended periods of time.

Preferred Qualifications

- Previous experience setting up and breaking down sport equipment.
- Superior customer service skills.
- Ability to work varying hours and weekends.

Duties and Responsibilities include, but are not limited to:

- Set-up and breakdown of the necessary equipment for each event. Operational functions may include assembly of sport equipment (volleyball nets, badminton nets, bleachers), participant entry verification, scoring, table and AV equipment setup, etc.
- Enforcement of SRWC policies and procedures (strict no-food policy, drinks with caps only, wristband monitoring).
- Laying down floor covers on gym floor
- Addressing patron concerns in a friendly and courteous manner.
- Keeping the entrances and exits of the facility clear, surveying the facility for any hazards that may exist and knowing evacuation routes in case of emergency.
- Dress and appearance are consistent with SRWC standards including wearing CRS shirt, Special Event Staff badge, and radio.
- Proper radio protocol and response in a timely manner, includes radio communication to the front desk, building managers, and direct supervisors.
- Document any incidents and/or injuries.
- Continuous communication with the Program Coordinator of Facilities and Events, provide feedback about event participant behavior, identify common problems and solutions.
- Perform other duties as assigned

Staff Development:

- Develop a working relationship with SUES professional staff and support special events assigned to the SRWC.
- Ability to provide quality service to patrons that includes room, court and A/V setup.
- Increase ability to troubleshoot and problem solve independently.
- Must act and represent CRS in a positive and professional manner.
- Maintain a professional standard of performance on daily tasks.
- Attend regularly scheduled departmental meetings for all areas necessary.
- Communicate clear and concise information as needed to patrons and guests.
- Adhere to all SRWC guidelines and non-negotiables.

Criteria for Success:

- Ability to provide excellent customer service to all patrons and guests.
- Ability to work closely with fellow team members as well as Student Union Event Services staff members.
- Demonstrates strong inter-personal and communication skills as well as attention to detail.
- Ability to problem solve, manage multiple tasks and priorities and make an informed decision independently.
- Reliability and flexibility related to work schedule.
- Desire to learn and adapt to a quick and ever-changing environment.
- Ability to recognize and respond to emergencies.
- Ability to display a positive attitude for all patrons and CRS staff.
- Arrives prepared and on time for work.
- Positively promotes UNLV and CRS to peers and patrons and takes initiative to be involved throughout campus.

Transferrable Skills

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| • Communication | • Problem Solving |
| • Conflict Management | • Working with a Diverse Constituency |
| • Time Management | • Work Independently and with a Team |
| • Customer Service | • Work in a Fast Paced Environment |

Evaluation will be based on self, peer and supervisory evaluations.

Pay Rate: \$8.75 per hour

Minimum Hours: Hours vary based on special event reservations.