

Student Center Event Assistant (Event Management Office)

Event Assistants provide primary reception, general clerical, and errand support for the Event Management Office in the Student Center. The Event Assistants aid students, faculty, staff, and external clients in reserving spaces for seminars, conferences, lectures, receptions, banquets, concerts, and other functions. Event Assistants must present and maintain a professional image, display a positive attitude, and respond accurately to requests and inquiries about reservations of Student Center event spaces. It is a position that requires good communication, customer service, organizational skills, accountability, and professionalism.

In coordination with Georgia State University's College to Career program, which is designed to improve students' career readiness, employment with the Student Center is designed to help students acquire, develop, and sharpen competency in the areas identified by employers as the most sought-after skills. They include:

- Critical Thinking
- Communication
- Teamwork
- Technology
- Leadership
- Professionalism
- Career & Self-Development
- Equity & Inclusion

We aim to provide guidance in developing these outcomes which are transferable toward each individual's educational and professional goals.

Learning Outcomes and Responsibilities

Critical Thinking

- Decision Making – makes good choices (sometimes under pressure or a deadline)
 - Understands how to use their talents and skills to best accomplish tasks
 - Asks questions when information/processes are unclear
 - Considers all possible solutions to an issue
 - Makes judgment calls on the interpretation of Student Center policies as required
- Problem Solving – deals with unforeseen situations professionally, is adaptable, flexible, and able to work under conditions of ambiguity, uses resources to generate possible solutions, and makes appropriate decisions by using their knowledge and resources.
 - Is able to make self-directed and spontaneous decisions based off of personal and positional knowledge base

Communication

- Communication – regularly communicates information to team members, customers, and team leadership, displays ability to adjust communication style appropriately, and speaks with appropriate levels of respect and professionalism among clients, staff, and co-workers.
 - Keeps full-time staff informed of relevant issues and/or concerns in a timely fashion
 - Asks clarifying questions to ensure understanding
 - Uses office tools and systems appropriately to communicate effectively with co-workers
 - Communicates event and facility related information to various Center staff, including Building Managers, Maintenance, Building Services, and Business departments
 - Uses a professional tone in both oral and written communications
- Customer Interaction – articulates information clearly, actively listens to customers, maintains good eye contact, focuses on individual clients, asks open-ended questions to clarify the request, and puts customers first.
 - Greets, directs, and properly assists guests
 - Demonstrates superior communication and customer service skills

Teamwork

- Collaboration
 - Works well with other student assistants by including them in the process or activity, as appropriate asks others for input and empowers others to act.
- Group Participation
 - Attends monthly staff meetings
 - Is flexible and open to substitute shifts
 - Contributes ideas for changes and improvements to the office and Student Center as a whole
- Relationship Building – Builds relationships of trust and interdependence, relates well with team members of diverse backgrounds, interests, values, etc., and manages interpersonal conflict effectively.

Technology

- Uses event management software, EMS, to review incoming client requests, monitor for duplicate or conflicting requests, update client information, print reports and schedules, approve new user requests, and communicate with clients
- Familiar with EMS Web App to be able to assist clients with their online reservation requests
- Uses project management tools, like Trello and Microsoft 365 Online Suite, to perform job related tasks, including coordinating information for the office

Leadership

- Goal Oriented – demonstrates effective planning and visioning of the future and encourages self and others to accomplish goals.
- Empowerment – recognizes individual and group contributions, celebrates the accomplishments of the team and individuals, and encourages others.
- Enterprising – takes initiative, demonstrates willingness to think creatively, encourages evaluation of processes, and uses resources.
 - Is proactive in communicating and working with others
 - Ensures uncompleted and/or urgent tasks are carried through without being prompted.
 - Uses role to enhance the office or department by providing suggestions when appropriate
 - Able to stay on task and complete all requirements of the position without constant advisement and direction

Professionalism

- Accuracy – makes minimal errors, is precise, and works within allotted time frame
 - Gives accurate information to clients about reservation procedures and policies
 - Assists with various reservation actions (inquiries, changes, cancellations, etc.)
 - Keeps track of and accurately follows office-established systems and workflow procedures
 - Initiates reservation request process by reviewing dashboard and matching with incoming emails
 - Acknowledges when mistakes or missed deadlines occur and then notifies supervisor appropriately
 - Accurately performs clerical tasks, special projects, and other duties assigned by the full-time staff
- Attendance
 - Arrives on time for scheduled shift
 - Finds a replacement when unable to work scheduled shifts
 - Attends scheduled staff meetings and training sessions
 - Keeps supervisor(s) informed of changes in personal work schedule, training needs, and out-of-town/unable to work dates
- Customer Satisfaction
 - Follows through with customers in order to meet their expectations for service
 - Is persistent and creative in meeting customer needs
- Integrity
 - Able to identify personal/professional values and belief systems
 - Demonstrates positive examples for the team and peers
 - Is honest with self and others, sets and adheres to high standards
 - Does not use information learned from the office for personal gain
- Ownership – Makes appropriate decisions regarding behavior and actions, recognizes and accepts responsibility for their actions, manages time effectively, acts in a dependable manner, and fulfills job requirements completely.
 - Keeps reception desk secure at all times
 - Maintains cleanliness/tidiness of the reception desk and front office area
 - Understands that work still must continue even after a shift ends, so ensures that information has been passed down appropriately
 - Works toward balancing life, school, and work commitments well to perform optimally as a SC employee
 - Meets with supervisor(s) at the end of each semester to discuss job performance and ideas for improving operations
- Presentation
 - presents a positive image and reflection of self and the Student Center
 - Follows dress code, including a clean and professional appearance and wearing a nametag

Career & Self-Development

- Job Knowledge – Knows and understands job description and what the job entails, knows and understands university and Student Center policies, seeks clarification when needed, and is able to articulate and demonstrate skills learned in their job.
 - Understands all general tasks and responsibilities of an Event Assistant

- Is familiar with room capacity and rental space of Student Center event spaces
- Is familiar with the physical layout of the Student Center
- Has a working knowledge of the services provided by the Student Center
- Is aware of all events occurring in the Student Center during shift
- Is willing to ask questions and make comments to better develop knowledge and abilities
- Is familiar with how to quickly find information about other university departments and event spaces
- Self-awareness – Able to identify and articulate their personal strengths and areas in which they can grow in an evaluation, demonstrates ethical behavior, and articulates components of personal identity

Equity & Inclusion

- Values Diversity – shows respect for people whose backgrounds and perspectives are different than their own, recognizes and behaves respectfully when differences exist, and builds relationships with people whose backgrounds are different than their own.

Minimum Skills and Qualifications

- Current Georgia State University student (undergraduate or graduate)
- Ability to conduct self in a manner that creates a positive image of the Student Center and the university
- Ability to communicate with a firm-friendliness tone to enforce the rules and mission of the department and works efficiently and effectively with patrons and building staff
- Ability to provide a high level of customer service
- Must remain in good academic standing

Preferred Skills and Qualifications

- Previous experience in an office or customer service

Human Resource Details

Work-study preferred but not required

Reports to the Assistant Director of Operations and Event Services

Pay rate of \$8.00 an hour

10-20 hours per week

Available hours:

Fall & Spring Semester

Monday-Friday

8:30 am – 7:15pm

Summer Semester

Monday-Friday

9 am – 5 pm