

## Event Ops Technician (Student Center Building Operations)

Event Ops Technicians' will develop the use of critical thinking to troubleshoot our vast array of digital technology to provide excellent customer service for set-ups, inventory, and client orientation of all our audiovisual equipment. Student staff holding this position will gain leadership and professional work ethic while being employed at the Student Center. Event Ops techs will assist the Media Specialist for all events hosted in our two buildings Event Ops Technician employees work closely with various university departments and will be expected to values diversity with all our clients, Event Ops Technician must present and maintain a professional image, display a positive attitude, and respond accurately to requests and inquiries about the Student Center. It is a position that comes with a lot of responsibility, accountability, and an important level of trust.

**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:**

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

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

### Learning Outcomes and Responsibilities

#### 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 can articulate and demonstrate skills learned in their job.
  - Understands all general tasks and responsibilities of a Building Manager,
  - 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 understanding of A/V equipment and the technical capacity of each event space,
  - Has a working knowledge of Center equipment, furniture, and storage areas,
  - 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 quickly finding 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

#### Communication

- Communication – regularly communicates information to team members, customers, and team leadership, and adjusts communication style appropriately for the situation.
  - Interfaces with Building Managers for equipment (radio, keys, etc.) check-in and out
  - Regularly reviews the Event Management Board with Building Managers and other Event Op Techs
  - Communicates event and facility related information to various Center staff including Building Managers, Maintenance, Building Services, and Event Management departments
  - Willingness and ability to support other functions of event services departments
  - Keeps Maintenance and Building Services staff informed of custodial and maintenance needs
  - Keeps the full-time staff informed of relevant issues and/or concerns
- Customer Interaction – articulates information clearly, actively listens to customers, focuses on individual customers, 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

#### 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,
  - Considers Student Center policies and how they have been enforced previously to guide judgment calls,
  - Asks questions when information/processes are unclear,
  - Understands when situations require a quick response or help from others,
  - Considers all possible solutions to an issue,

- Is responsible for responding to emergencies and being the point person for emergency personnel, particularly when full-time staff are not available,
- Monitors all activities, reservations, and programs during the designated hours of operation and enforces all building policies and safety regulations.
- 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.
  - Can make self-directed and spontaneous decisions based off of personal and positional knowledge base,
  - Considers past and future reservations to guide decisions for today.

### **Equity & Inclusion**

- Demonstrates the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures.
- Solicits and uses feedback from multiple cultural perspectives to make inclusive and equity-minded decisions.

### **Leadership**

- Challenging the Process – searches for opportunities to improve building or event processes.
- Goal Oriented – demonstrates effective planning and visioning of the future and encourages self and others to accomplish goals.
  - Reviews daily schedule and is able to prioritize tasks to meet deadlines,
  - Leads daily shift meetings with other operations student staff to delegate and coordinate assignments.
- 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 Center or reservation policies,
  - Gives complete information to facilities when requesting elevator or HVAC assistance,
  - Writes accurate reports (daily shift, maintenance, incident, no show),
  - Servicescapes event rooms correctly; spots discrepancies in room setups and asks questions or makes good judgment calls to resolve issues,
  - Is careful and diligent when closing the building,
  - 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,
  - Able to work a variable scheduled based on event requirements,
  - 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 to meet their expectations for service,
  - Is persistent and creative in meeting customer needs,
  - Gives customers complete information.
- 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 work information or position for personal gain or as an opportunity to disregard the rules.

- 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.
  - Opens the facility as scheduled each day and clears and secures the facility as scheduled,
  - Provides active and comprehensive management of the daily event schedule, including event preparation, monitoring, and room setups,
  - Is responsive and timely with calls to the building manager phone and radio,
  - Responds to and manages incidents, injuries, and crisis situations,
  - Maintains cleanliness/tidiness of the building manager office,
  - 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.

**Teamwork**

- Collaboration
  - Works well with other operations student staff by leading shift meetings to discuss and coordinate shift assignments and activities,
  - Assists with event setups as needed.
- 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 7 Point Solutions to read about and keep track of daily event schedules and room setups, to post daily shift reports and maintenance reports, to assign, track, and review operations student staff activity.
- Uses project management tools, like Trello and Microsoft 365 Online Suite, to perform job related tasks, including coordinating information for the office.

**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
- Is able to move and lift up to 50 lbs.
- Must remain in good academic standing

**Human Resource Details**

Reports to the Media Specialist

Pay rate of \$9.00 an hour

Shift differential pay applies when working outside of standard operating hours

6-10 base workday hours, and is available for night and weekend hours when needed

Available hours:

Fall & Spring Semester

Monday-Friday 6:30 a.m. – 11:30 p.m.  
 Saturday 11:30 a.m. – 9:30 p.m.  
 Sunday 1:30 – 9:30 p.m.

Summer Semester

Monday-Friday 6:30 a.m. – 6:30 p.m.  
 Saturday-Sunday As needed