

## Outdoor Event Assistant (Student Center Operations)

The Outdoor Event Assistant aids the Event Support Coordinator with facility reservations, specifically providing client support for the campus spaces reserved by the Student Center, including Urban Life West Exhibit Areas, Urban Life Plaza, Unity Plaza (registered student organizations, university departments and solicitors), Hurt Park, promotional Space and inside information tables. The Outdoor Event Assistant provides back-up for the Student Center Event Management Office assisting students, faculty and staff with reserving spaces for seminars, conferences, lectures, receptions, banquets, concerts and other functions. The Outdoor Event Assistant must present and maintain a professional image, display a positive attitude and respond accurately to request and inquiries about reservations of Student Center. It is a position that requires good communication, customer service and organizational skills.

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

We provide guidance in developing these outcomes which are transferable toward each student'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 an Outdoor Event Assistant
  - Is aware University policies and effectively ensures rules are enforced
  - Is familiar with room capacity and rental space of the Student Center
  - 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
- 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

#### 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.
  - Can make self-directed and spontaneous decisions based from personal and positional knowledge base

#### Communication

- Communication – regularly communicates information to team members, customers, and team leadership, and adjusts communication style appropriately for the situation.
  - Communicates event and facility related information to various staff including Building Managers, Maintenance, Building Services, and Event Management and University Facilities Staff.
  - Willingness and ability to support other functions of event services departments
  - 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.
  - Plays the role of customer service representative for evening events
  - Is responsible for vendor solicitation and check-ins
  - Greets, directs, and properly assists guests
  - Demonstrates superior communication and customer service skills

## **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.

## **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.
  - Ensures uncompleted and/or urgent tasks are carried through without being prompted.
  - Uses role to enhance the SC by providing suggestions when appropriate
  - Able to stay on task and complete all requirements of the position without constant advisement and direction

## **Professionalism**

- Accuracy
  - Accurately performs clerical tasks, special projects, and other duties assigned by the SC full-time staff
  - Makes minimal errors, is precise and works within allotted time frame
  - Assists with information about proper reservation procedures and policies
  - Assists in processing reservations request for tabling and events for outdoor spaces.
  - Is responsible for processing reservations for outside promotional and banner spaces, including entering entering reservations into the computer system
  - Files and organizes office paperwork
- Attendance
  - Arrives on time for scheduled shift
  - Ability to work a variable schedule based on event requirements, including nights and weekends
  - 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 others, sets and adheres to high standards.
- 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.
  - Monitors students and solicitors who reserve tables to ensure tables are being used properly according to reservation times and policies
  - Coordinates with Facilities regarding set-up and scheduling usage of outdoor spaces
  - Keep reception desk secure at all times
  - 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 – asks others for input and empowers others to act.
- Group Participation
  - Attends monthly staff meetings
  - Is flexible and open to substitute shifts
  - Is available for evening and weekend shifts
  - Contributes ideas for changes and improvements to the Student Center
- 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**

- Learns to use various project management tools, like EMS, Trello and Microsoft 365 Online Suite, to perform job related tasks

**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
- Must remain in good academic standing

**Preferred Skills and Qualifications**

- Prior office or customer service experience

**Human Resource Details**

- Reports to the Event Support Coordinator
- Starting pay rate of \$9.00 an hour
  - Shift differential pay applies when working outside of standard operating hours
- 12-20 base workday hours
- Extended building hours and event activity may require working a schedule outside of normal building hours
- Available hours:

<u>Fall &amp; Spring Semester</u>		<u>Summer Semester</u>	
Monday-Friday	7 am – 11pm	Monday-Friday	7 a.m. – 8 p.m.
Saturday	12 – 9pm	Saturday	12 – 9 p.m.
Sunday	2 – 9 p.m.	Sunday	Closed