

Production Services Associate – Assistant Stage Manager

This role provides backstage, organizational, and technical support to events taking place under Student Centers purview. On-site, Production Services Associates Assistant Stage Managers (PSA ASM) organize details for performance groups/large scale events, help coordinate audio-visual needs from backstage, and assist in the setup and breakdown of events. Additionally, PSA ASMs assist with maintenance of AV equipment utilized in our meeting and event spaces, and may take on basic technician roles as needed. PSA ASMs may go through periods of increased and decreased hours as the role is directly tied to the volume of events on campus. Working hours can be between 7a-11:30p. Nights and weekend availability required.

Key Functions:

Customer Service:

- Furnish customers with outstanding service by remaining alert and responsive to their requests
- Provide information about the campus - its academic and non-academic functions and about the Nashville community in general
- Check in with clients before, during, and after their meeting or event to ensure their needs are met.
- Complete all mandatory training and maintain a working knowledge of Production Services' policies and procedures
- Practice good judgment when faced with space constraint issues, always abiding by state fire code regulations and the department initiative of accessibility in Student Centers spaces
- Maintain working knowledge of emergency preparedness procedures

Technical Support:

- Communicate with Event Managers and Technicians to gather clients' technical (audio/visual) details
- Assist fellow professional and student staff in the set-up, operation, and tear-down of equipment
- Provide technical support for duration of events
- Communicate with technical staff throughout duration of the event
- Maintain working knowledge of Student Centers venues, technical equipment, and policies
- Work with Production Services staff to understand and organize show materials for events ahead of time

*Learning Outcomes:

- **Career & Self-Development** – PSA ASMs proactively develop themselves and their careers through ongoing personal and professional learning, increasing awareness of their strengths and weaknesses, navigating career opportunities, and networking to build relationships within and beyond Student Centers.
- **Communication** - PSA ASMs clearly and effectively exchange information, ideas, facts, and perspectives with clients, teammates, and members of the Vanderbilt community.
- **Critical Thinking** - PSA ASMs identify and respond to needs based on an understanding of situational context and logical analysis of relevant information.
- **Equity & Inclusion** - PSA ASMs demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures.
- **Leadership** - PSA ASMs recognize and capitalize on personal and team strengths to achieve organizational goals.
- **Professionalism** - PSA ASMs recognize work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.
- **Teamwork** - PSA ASMs build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.
- **Technology** - PSA ASMs understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.