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## Event Services Associate – Rand 307 Office

### About the Team

- The Event Services Associates work closely with the Sales & Marketing Associates to manage the responsibilities of the front desk in our Events at Vanderbilt central office (Rand 307). This job includes taking phone calls, sending emails, processing reservation requests through our online booking software, EMS, as well as consulting with any clients who walk-in the office needing guidance.
- Being the hub of room reservations on campus, this position gets a lot of face time with fellow students who are booking space for their student organizations as well as with faculty and staff booking space for their department meetings and events.
- The hours of operation for the office are 8:00am-5:00pm, so most shifts fall during this timeframe. Some nights and weekends may be needed to assist in our buildings with client site-visits or event setups.

### Learning Outcomes

- Solve problems by finding creative solutions
- Proactively meet clients' needs
- Explain information and policies to clients
- Communicate effectively (written and verbal)
- Work effectively in a diverse, professional environment

### Duties and Responsibilities:

#### *Customer Service*

- Furnish customers with outstanding service by remaining alert and responsive to their requests. Customer service is the highest priority
- Maintain a working knowledge of each of the Student Centers and the Vanderbilt University community
- Handle phone calls in a professional manner which includes taking messages and forwarding calls to proper staff members
- Direct visitors to the proper offices situated within the respective Student Centers

#### *Office Operations*

- Maintain the office's general email account for internal campus business
- Utilize event management software to enter and review reservation requests
- Support setups in other Student Centers spaces as needed
- Learn basic a/v troubleshooting in order to talk folks through steps or assist in an emergency

#### *Event Management*

- Help identify and book appropriate spaces for events
- Resolve problems and answer inquiries concerning an event
- Work closely with pro staff in managing events

### Expectations

- Adhere to the Student Employee Handbook
- Maintain active and open lines of communication with supervisor(s) and co-workers
- Conduct one's self in a professional manner
- Read and respond to all correspondence from supervisors
- Attend regularly scheduled meetings and follow all scheduling policies.
- Perform other duties as assigned