



Event Operations Associate – SLC + Alumni

About the Team

- The SLC + Alumni Team manages set up and tear down of equipment for events taking place in the Student Life Center and Alumni Hall, such as: tables, chairs, staging, linens, etc. Some physical ability is needed.
- As the two largest event spaces on campus, these buildings invite in many folks from off-campus who are hosting banquets, conferences, or even wedding receptions.
- Hours of operation vary based on scheduled events. Shifts are either setup shifts (where the primary objective is to set the room for an upcoming event) or event shifts (where the primary object is to monitor an event, assisting the client with any last minute needs, and ensuring the a/v and other details run smoothly).

Learning Outcomes

- Learn how to set up events of all kinds, including small meeting to large events with a stage
- Learn communication skills with supervisors and clients
- Learn problem solving skills in a work setting
- Learn how to effectively manage time (balancing work and school)
- Learn how to work effectively in a team setting

Duties and Responsibilities

Operations (60%)

- Perform all prescribed set-ups for events within the facilities (i.e. moving tables, chairs, staging, etc.)
- Learn various room set-ups and configurations, and be able to interpret set up diagrams and instructions
- Assist with event shifts and setup shifts at the nearby Engineering Science Building/Wond'ry as needed
- Perform basic a/v set-ups independently and assist production services staff with more advanced set-ups
- Handle last minute set up alterations when feasible
- Practice good judgement when faced with space constraint issues, always abiding by state fire code regulations and the Student Centers goal of creating more accessible event space
- Assist with equipment and facility upkeep and report maintenance issues
- Maintain working knowledge of facility equipment and inventory

Customer Service (40%)

- 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 the community in general
- Maintain a working knowledge of each of the Student Centers and the Vanderbilt University community
- Respond calmly and effectively to reasonable on-the-fly client requests for set up alterations
- Ensure cleanliness of work area at all times

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
- Minimize hazards by practicing proper safety techniques
- Attend regularly scheduled meetings and follow all scheduling policies
- Perform other duties as assigned