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## Event Services Associate – Commons Center

### About the Team

- The Commons Center team is responsible for staffing the Information Desk, setting up for events, directing guests and clients to nearby locations (on and off campus), and assisting with a/v troubleshooting or other event needs for clients using the meeting spaces in the building.
- Located on the first-year campus and close to Peabody, this team greets a lot of first-time Vanderbilt students and members of the Peabody College of Education.
- Shifts are offered based on the following hours of operation at the Commons Center: Monday-Friday: 7a-12a | Weekends: 8a-12a

### Learning Outcomes

- Use Event software including 7point Ops, EMS and Social Tables to perform daily tasks and setups
- Learn communication skills with supervisors/clients and respond with tact, diplomacy, and composure when dealing with others
- Learn how to work effectively in a team setting by cooperating with peers toward the achievement of common goals, building positive working relationships and actively contributing to team initiatives.
- Demonstrate critical thinking and reasoning ability by carrying out tasks and setups as outlined in 7points with little direction

### Duties and Responsibilities

#### *Customer Service (60%)*

- 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
- Manage all components of the desk: Lost and Found, pool and ping pong equipment check-out, and more
- Interact professionally and warmly with clients via phone calls, email, or walk-ins
- Respond calmly and effectively to reasonable on-the-fly client requests for set up alterations
- Ensure cleanliness of work area at all times

#### *Operations (40%)*

- Perform all prescribed set-ups for events within the facilities (i.e. moving tables, chairs, easels, etc.)
- Memorize various room set-ups and configurations
- Perform basic a/v set-ups independently and assist production services staff with more advanced set-ups
- Practice good judgement when faced with space constraint issues, always abiding by state fire code regulations and the Student Centers goal around accessibility
- Assist with equipment facility upkeep and report maintenance issues, including fitness equipment
- Regularly clean fitness equipment in the gym

### Expectations

- Adhere to 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