

Events at VANDERBILT

Event Services Associate – Sarratt|Rand

About the Team

- The Sarratt|Rand team is responsible for staffing the Information Desk/Box Office and ensuring that all events in the building are set-up properly and running smooth. They sell tickets for campus events, set up meeting rooms, troubleshoot a/v, manage the Studio Art Tables, and more!
- Located centrally on campus and close to the bookstore, this team greets a lot of first-time Vandy visitors.
- Shifts are offered based on the following hours of operation at the Sarratt|Rand Student Center: Monday-Friday: 7a-12a | Weekends: 8a-12a

Learning Outcomes

- Students will utilize customer service and leadership skills [answering phone, delegating tasks, time management]
- Students will understand 7Points, Ticketweb, and Student Centers procedures and policies [how to open/close, paint room, clock-in, EOP]
- Students will apply concepts of identity development to communicate effectively with clients and teammates [identity wheel, value sort]
- Students will discuss their role as members of a Student Centers team that values collaborative decision making [teambuilding activities, community expectations, setting rooms together]
- Students will understand how their strengths enable them to be successful in their job [1:1s]

Duties and Responsibilities

Customer Service (50%)

- 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
- Respond calmly and effectively to reasonable on-the-fly client requests for set up alterations
- Ensure cleanliness of work area at all times
- Money transactions and Box Office responsibilities

Operations (50%)

- Perform all prescribed set-ups for events within the facilities (i.e. moving tables, chairs, white boards, 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 department initiative of accessibility in our spaces
- Work mobile shifts throughout the campus community, selling tickets at events
- Manage the Box Office using TicketWeb, selling tickets to campus events to students, faculty/staff, and external clients

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
- Attend regularly scheduled meetings and follow all scheduling policies
- Perform other duties as assigned