



Production Services Associate

About the Team

- The Production Services Associate team provides audio/visual and technical support to events taking place in Student Centers and Provost spaces on campus.
- Most events that our office supports require audio/visual assistance in some capacity. Many of our smaller meeting rooms have built-in projector/screens or TVs, and this team helps maintain that equipment and ensure it is in working order. Additionally, for the larger events that need on-site a/v monitoring, this team will work the event and control projection, sound, lights, and more. The larger event spaces are in the SLC, Alumni Hall, and in the Sarratt Cinema.
- Hours of operation vary, but most shifts will likely be offered in the weekday evenings (4p-11p) and weekends anytime, working around scheduled events.

Learning Outcomes

- Interact professionally with event clients
- Setup and operate stage lighting
- Setup and operate basic sound systems for events
- Exercise and troubleshoot audio/visual skills
- Setup table power strips for meetings and events
- Apply knowledge in PowerPoint, 7 Point Ops, and When2Work software

Duties and Responsibilities

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 the community in general
- Maintain a working knowledge of each of the Student Centers and the Vanderbilt University community
- Check in with clients prior to the start of their meeting or event to ensure their needs are met

Technical Support

- Communicate with student and pro staff Event Managers to gather client's technical (audio/visual) needs
- Assist fellow professional and student staff in the set-up, operation and tear-down of equipment
- Provide technical support for duration of event
- Maintain working knowledge of technical equipment and inventory

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