
Event Services & Operations Manager

This role supports all areas of Student Centers, fluidly connecting operations, customer service, facilities, and a/v in order to provide the optimal guest experience. Managers may work at Commons Center, Sarratt/Rand Student Center, Student Life Center, Alumni Hall, Engineering and Science Building, Residential Colleges, or the Community Event space while On Duty. Shifts may be scheduled throughout the day 7a-12a. Previous employment with Student Centers required.

Learning Outcomes

- Manage task oriented operations
- Demonstrate integrity & responsible decision making
- Communicate effectively, both orally and in writing
- Translate on-campus experiences into professional skills
- Analyze and solve problems, individually and as part of a team
- Recognize role in Student Centers and how it helps fulfill the department mission
- Demonstrate a working knowledge of Student Center facilities, policies, and procedures

Duties and Responsibilities:

Customer Service

- Furnish customers with outstanding service by remaining on alert and responsive to their requests. Customer service is the highest priority
- Provide information about Vanderbilt, its academic/non-academic functions and the community in general
- Maintain a working knowledge of each of the Student Centers and the Vanderbilt University community
- Interact professionally and warmly with clients via phone calls, email, or walk-ins
- Direct visitors to the proper offices situated within the respective Student Centers

Event Operations

- Help book meeting rooms and handle equipment check out.
- Check in with clients prior to the start of their meeting or event to ensure their needs are met
- Provide on-site assistance to clients before, during, and after events
- Perform all prescribed set-ups for events within the facilities (i.e. moving tables, chairs, staging, etc.)
- Perform basic a/v set-ups independently and assist production services staff with more advanced set-ups
- Learn various room set-ups and configurations and ensure rooms are set for upcoming events
- Resolve problems and answer inquiries concerning an event
- If applicable, maintain office hours working closely with professional staff on designated projects

Facilities

- Handle security and maintenance issues
- Enforce and abide by all policies and procedures as they relate to the Student Centers and the University.
- Have working knowledge of tornado evacuation plans, fire evacuation plans, medical and other security needs as apply
- Inspect and maintain meeting rooms (prior to and at conclusion of all events)

Expectations

- Follow Student Center dress code regulations
- Read and respond to all correspondence from supervisor(s) and co-workers
- Conduct one's self in a professional manner
- Provide leadership, role-modeling, training, and accountability for Event Services and Operations Associates
- Attend regularly scheduled meetings and follow all scheduling policies.
- Perform other duties as assigned