

EVENT ASSISTANT - EA

Job Description

Overview:

California State University, Sacramento is committed to an equitable and inclusive campus culture. Successful applicants for this position are expected to be developing and practicing cultural competence in their work. Event Assistants are many times the first “official” representative for campus visitors, and welcome the students, faculty, staff and administrators who arrive at University Housing Services for meetings and events. Customer services skills have to be sharp and the demeanor must be friendly, professional, and attentive. It is expected that Event Assistants will greet every person with eye contact and a smile. The Event Assistant position is responsible for assisting Conference & Event Services with the day-to-day operations of the program including preparation and delivery of conference/event accommodation services. The Event Assistant position is a part-time, position only. Work is performed inside and outside a public building. The duties consist of, but are not limited to: setup and break down of rooms, chairs & tables and equipment, inventory of supplies utilized, administrative duties, customer service relations, and assistance with facilities issues. Event Assistants are expected to be flexible, work successfully with change, and reflect a high-quality customer-service attitude.

Compensation and Hours:

\$15.50 per hour, beginning August 20, 2023 through May 31, 2024. Students (part-time) 0-20 hours per week during the academic year, up to 40 hours per week during breaks; Winter, Spring, and Summer. Varied work week including evenings and possible weekends. Shifts are dependent on event reservation requests.

Employee Learning Outcomes:

Student employees will be able to:

- Identify residence hall staff as resources during emergency situations and communicate with them frequently and appropriately
- Recall basic emergency response protocol relevant to location
- Demonstrate competence in administrative duties (paperwork, attend mandatory meetings, complete time sheets)
- Define their expected level of customer service, responsibility, role modeling, flexibility, and communication
- Utilize campus resources to solve problems related to the job/assist in job duties

Job Summary:

Under the general supervision of the Coordinator for Conference & Event Services, the incumbent has responsibility to:

- Demonstrates commitment to California State University, Sacramento Vision Statement and ability to contribute to its implementation within University Housing Services / Conference Services.
- Create and maintain a welcoming, equitable, and inclusive environment in the hall surroundings and the general environment.
- Assists with event management duties in and around the event spaces prior to and during events which include: American River Courtyard Large Conference Room A and B, AMC Small Conference Room, Riverview Elderberry and Beetle Rooms, Riverview Classroom, Housing Quad, and other locations.
- Works directly with the event client before and during events to ensure proper equipment operation and room setup requirements.
- Prepare room arrangements, setup registration area, assist with check-in/check-out process, track and document damages.
- Assist event/conference guests/students/parents/university personnel through daily customer service operations that include, but are not limited to, answering event phone, taking messages, handling guest check-in/check-out, procedure articulation, providing general information, and reporting specific needs/concerns of guests.
- Assist presenters with setup and use of Audio/Visual equipment during events.
- Setup, test audio/video equipment including projectors, build-in computer, microphones and speakers prior to event.
- Monitors the progress of events including sound levels, lighting levels, Housing policy compliance, audio-visual transitions, room temperature and furnishings.
- Works with supplemental audio-visual equipment and operators when large events require the addition of sponsor-provided equipment.
- Assist and works with campus catering supervisor for access to room prior to event, setup needs and breakdown after event.
- Assist with linen services in meeting rooms, ensure table linens are clean, linen placed on tables and setup as specified by guest. Collect linen after event, bundle and place in dirty linen receptacle for washing. May be responsible for laundering linen using Housing Washer and Dryer, and possibly iron linens, organize linen and store.
- Ensures that all audio-visual equipment and room furnishings are accounted for and properly secured during and after each event.
- Assist with event setup and breakdown, including the transporting and layout of tables, chairs, stanchions, and podiums. Setup conference/meeting rooms into various configurations.
- May require cleaning of tables, tossing trash, cleaning dry erase boards and vacuum as needed.
- Works in collaboration with other staff to ensure the room setup is in proper compliance with the room setup instructions as requested.
- Reports issues for a work orders for clean ups, room issues, repairs of equipment, etc. as needed.
- Observe confidentiality between customer(s) and Conference & Event Services.
- Maintain complete and up-to-date records for each event.

- Maintain an accurate log of tasks accomplished, areas that need attention, concerns of event/conference groups, and other general information to be shared with the Housing Conference team.
- Respond to and assist with any issues that may arise, which could have an impact on the health and safety of guests and residents, during non-office hours and contact the appropriate professional staff.
- Attend and participate in staff meetings, training, and professional development workshops.
- Ensure and maintain that event areas are left in a neat, clean and orderly manner at the end of the event/shift. Keep Media Storage Room and furniture rooms, clean and organized.
- Post event signage for events, place stands and re-collect after event.
- Properly secure & turn in lost and found items.
- Communicate maintenance and housekeeping needs to supervisor.
- Manage room audits and room condition reports prior to and after group check out.
- Perform other tasks and projects with Conference & Event Services and University Housing Services as needed and as assigned by the supervisor.
- Event Assistants will use Microsoft Teams (Shifts) to track hours and work schedule, Event Assistant Teams Folders for room setups, chat and access to How To Information Sheets.
- Event Assistants will access keys/badges in key lock box, review keys are accounted for before and after shift.
- Complete room assessments before and after each event, and ensure all arrangements are in order.

Minimum Qualifications:

Must be in good disciplinary standing with the University when appointed and for the duration of the employment period.

- Undergraduates must be in good academic standing (minimum cumulative GPA of 2.0 and for each semester while employed);
 - Semester GPA of 1.25-1.99 will result in being placed on Probation.
 - Semester GPA of 1.24 or below will result in release from role.
- Graduate students must be in good academic standing (minimum cumulative GPA of 3.0 and for each semester while employed);
- Must be enrolled in at least six (6) units each semester (undergraduate) and four (4) units each semester (graduate) at CSU, Sacramento while employed.
- Must attend and participate in mandatory event and conference training and Student Staff Development Series as required.
- Ability to work a varied schedule, which may include a significant number of nights and weekends. Excellent verbal and written communication skills.
- Knowledge of computer software programs such as Microsoft Word, Excel.

Required Qualifications:

- Ability to lead peers while working alongside them to accomplish tasks in the most efficient manner possible.
- Ability to provide concise, clear and accurate verbal and written communication to a diverse public and staff.

- Demonstrated skill in working in a fast-paced environment, prioritizing work assignments, coordinating many tasks, and completing assignments with strict attention to detail
- Demonstrated experience in consistently providing excellent customer service.
- Ability to work in a diverse environment with college students, staff, and guests.
- Self-motivated and able to work independently with nominal supervision.
- Excellent time management, communication, administrative, organizational, and customer service skills.
- Ability to maintain confidentiality.
- Proficient use of basic computer applications.
- Ability to work a flexible schedule, including evenings, and weekends.
- Must understand and support (through words and deeds) the University Housing Services Mission, Goals, and Values.

Physical Requirements:

- Ability to stand, walk, stoop, kneel, crawl, crouch and climb for extended periods.
- Corrected hearing and vision to normal range.
- Frequent and repeated lifting and moving of furniture and equipment.
- Ability to lift and move objects with weight up to 35 lbs. (tables, chairs, furniture carts, etc.)