Operations Position Description
Event Assistant

**Function:** The Newcomb/ODOS Operations staff is a service oriented unit responsible for the daily operations of Newcomb and associated facilities including the Event Planning Office, Audio Visual Support, Information Center, Satellite facilities (Forum at O’Hill, Lambeth Commons, Runk Green Room, Student Activities Building, UVa Chapel and the soon to be completed Alderman Commons), reserved space setups, theater operations, and general monitoring of the facility and grounds. The operations staff ensures the proper use of the student center, the safety and well-being of patrons, and compliance with facility use and related policies and procedures. The Event Assistant performs various duties related to facility supervision, customer service and event management (including space set-ups, Audio and Visual technology set-up and policy adherence)

**Qualifications:**
Students taking at least 9 undergraduate course hours or 6 graduate course hours in good academic standing, at least a 2.0 Must be able to perform moderately heavy physical duties (i.e. lifting and setting up equipment up to 30 lbs.). Above average organization and communication skill Abilty to positively work with peers in team environment Valid Drivers License (Preferred)

**Commitment:**
This position requires a minimum of 10 hours per week and a maximum of 20 hours per week. Beginning and ending dates to be determined by the Director of Operations. *Attendance at all training activities and staff meetings is required. Prior to the start of Fall semester, training typically begins one week prior to the start of classes.* Role model proper attire, behavior and expectations of the Newcomb student employment program. Evening and weekend work will be required.

**Supervision Received:**
Newcomb Student Manager (Direct student supervision), Operations Manager (Direct professional supervision),

**Educational Opportunities:**
● Organization and communication skills; Crisis management and problem solving skills; Quality customer service skills;

**Requirements:**

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<th>% Time</th>
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| 40%    | A. Maintain proper standards of appearance throughout Newcomb spaces and events | ● Perform facility and equipment setups for scheduled and unscheduled events and meetings  
● Conduct building checks for irregularities, maintenance problems, and level of acceptable appearance  
● As events conclude, return equipment to proper storage area, clean whiteboards and tabletops, turn off lights, secure space |
| 30%    | B. Provide high quality customer service to internal and external customers | ● Work as part of the event team to ensure proper event management and excellent service, may include staffing Information Desks or kiosks  
● Perform regular event check-ins 15-20 minutes prior to the start of events  
● Actively engaging customers in discussion to ensure Newcomb has at a minimum met and addressed needs |
| 20%    | C. Staff events (including satellite, special, and late-night) to ensure proper event management | ● Provide staffing at events to address customer concerns, proper event management, and policy adherence |
| 5%     | D. Execute emergency procedures and light housekeeping responsibilities, and manage requests for maintenance | ● Coordinate maintenance of facility and equipment.  
● Ensures patron safety by monitoring conditions and reporting hazards and mechanical problems promptly. |
| 5%     | E. May be required to perform other duties as assigned. |