

Student Worker (Reservations & Event Services Staff) Job Description

Reservations & Event Services staff members provide support for all campus events. This support includes, but is not limited to, room setups, technology and serving as a liaison by meeting and greeting clients (Carroll Community and campus guests). They are called upon to load/unload supplies and equipment and will be asked to drive university vehicles to venues on campus. They report to the Reservations and Event Services Operations Manager and are supervised by the Reservations & Event Services Fellow. They may also take direction from other Campus Services professional staff members.

Roles and Responsibilities

- Work closely with the staff in the Reservations and Event Services Office, Campus Center, Dining Services, Physical Plant, other members of the Carroll Community and outside clients
- Monitor compliance with the facility use and reservation policy and correct or report as necessary
- Be mindful of safety, security, maintenance, custodial, equipment, personnel or client issues and correct or report as necessary
- Ensure proper communication with the Operations Manager, RES Fellow and colleagues at the beginning and end of each shift. This includes submitting shift reports when needed
- Open, set-up, tear-down and secure rooms as scheduled and diagramed
- Set-up, operate, trouble-shoot, tear-down and secure audio/visual (A/V) and other equipment including but not limited to:
 - ✓ Portable and stationary sound and lighting systems in the Campus Center (Ballroom, MDR and PIT), Shattuck Music Center, athletic facilities (Van Male Field house and Schneider Stadium) and Otteson Theatre
 - ✓ Smart Carts, TV, LCD projectors, CD, Blu-ray and DVD players
 - ✓ Tables, chairs, platforms and podia
- Maintain storage areas to keep equipment in its proper location (secure, easily found, in working order)
- Understand emergency procedures and assist Public Safety and other departments in the proper implementation of such in the event of an emergency
- Utilize computer skills (ASTRA, OneNote, Excel, Word, Visio, etc.)
- Utilize WhentoWork.com for scheduling availability and making sure to keep it up-to-date at all times
- Utilize Carroll e-mail accounts as a way to communicate with colleagues and professional staff members
- Perform other duties and special projects as assigned

Qualifications

- Strong inter-personal, communication and customer service skills
- High degree of attention to detail
- Ability to problem solve, work as a team player, manage multiple priorities
- Reliability and flexibility related to work schedule
- Desire to learn and adapt to an ever-changing environment
- Ability to stand or sit for extended periods of time; ability to lift and move equipment and supplies

Training Requirements

- Attend regularly scheduled training/in-service sessions
- Attend a First Aid and CPR course to become certified
- Ability to pass the training course required to operate university vehicles