

Event Services Assistant

The UTSA Student Union is committed to ensuring our employees are trained and prepared to perform their assigned tasks with courtesy and urgency at the heart of student life. Hiring priority will be given to students who fit the Student Union's Customer Service standards. The Student Union is looking for applicants that are creative, motivated and excited to develop their skills and strengths.

Position Summary

Event Services Assistants are responsible for ensuring that the day-to-day operations of Student Union Event Services are conducted with accuracy, attention to detail and superior customer service. We are seeking a capable, self-motivated, hardworking individual with exceptional problem-solving skills who enjoys learning and working in a fast-paced setting on a variety of projects and tasks.

Position Responsibilities

- Input/Data entry of event reservation requests using scheduling software.
- Provide exceptional customer service and utilize campus resources to provide appropriate information in-person, electronically and via telephone to student, faculty/staff and non-UTSA clients using critical thinking skills
- Create and modify diagrams using event diagramming software.
- Develop a professional rapport with a variety of customers including new students, student leaders, faculty/staff, administrators, outside vendors and visitors.
- Explain, interpret and enforce policies and procedures regarding events.
- Provide clerical office support including data entry, answering telephones, filing, word processing, spreadsheet maintenance, business writing, and copies.
- Handle event troubleshooting and client resolution with urgency.
- Assist full-time on-site at events with event setup, vendor coordination, etc. as needed.
- Maintain the cleanliness of front desk and storage areas.
- Performs other duties as assigned.
- Reports to Student Union Event Services Student Managers and Assistant Director for Event Services, respectively.

Minimum Qualifications

- Enrolled in an Undergraduate degree-seeking program at UTSA with a maintained minimum overall GPA of 2.0 and 2.5 for managers.
- Must have work-study financial aid award letter
- Exceptional attention to detail, critical thinking and customer service skills.
- Proficiency in Microsoft Office.
- Required to attend mandatory orientation and training.

Expectations

- I am responsible for reading the Student Union Handbook, and acknowledge that I will abide by the policies and information detailed in this guide.
- I understand the Mission, Vision and Core Values of the Student Union and agree to abide by these guiding principles.

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- I will be accountable for excellent customer service, including being professional and courteous at all times.
- I will work in a professional manner, especially when working with limited supervision. I will arrive to work and meetings on time, wear the proper uniform and behave appropriately while on shift.
- I will demonstrate critical thinking to make timely decisions related to my position, in alignment with the UTSA and Student Union HOP.
- I will be an active leader by taking initiative and personal responsibility for my actions and goals.
- I understand that I may not eat/drink, use headphones, study, talk/use my cell phone for personal use, or use the internet for non-work-related purposes during my shift, unless otherwise approved by my supervisor.
- I will make safety within the Student Union a continual priority during my daily responsibilities.
- I will attend all required staff meetings and training/professional development sessions conducted by the Student Union and/or my specific work area.
- I will communicate any scheduling changes or concerns with my position to my direct supervisor including, but not limited to, missing my scheduled shift, being late for my shift, taking a break, or concerns with my course load.
- I will make every interaction positive and go the extra mile.
- I will embrace diversity and respect cultural and personal differences.
- I understand that my role within the Student Union is a professional position and that I am expected to take my position as seriously as any off-campus position.
- I will take pride in my position, the Student Union and UTSA, and will represent the Student Union in a positive and professional way.

Schedule

- Students may work a maximum of 19 hours per week (15 hours average). Shifts will include day, evening and weekend hours.
- Students are expected to work their scheduled shift, arrive on time, and be responsible for monitoring appropriate use of time.