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
To monitor the usage of Student Union spaces and common areas as well as Student Union equipment while providing all guest with hospitable service utilizing excellent customer service skills.

Minimum Qualifications
- Enrolled in a degree-seeking program at UTSA with a maintained minimum overall GPA of 2.0 and 2.5 for managers.
- Exceptional customer service skills
- Ability to operate handheld/installed multimedia technology.
- Perform all duties with little to no supervision.

Position Responsibilities
- Reports to the Event Services Student Manager.
- Ensures all meeting space clients are greeted and their unique needs, questions and concerns are addressed in a highly professional manner.
- Setup and provide concise operational instruction on installed technology (computer, projector and audio systems) for clients.
- Accurately report client meeting room usage and access information.
- Handle event troubleshooting and client resolution with urgency.
- Complete “Client Change Request” form in a timely manner.
- Issue client survey cards and encourage customer feedback.
- Perform weekly equipment inventories.
- Performs other duties as assigned.

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.
- 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 may 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.

A copy of these expectations will be provided to you as well as placed in your personnel file. All policies and procedures may be found in the Student Union Student Employee Handbook (http://www.utsa.edu/studentunion/student-jobs.html)

Print Name: ____________________________________________

Signature: __________________________ Date: ____________