Events Management Assistant (EMCS)

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**
Events Management Assistants are responsible for ensuring that the day-to-day operations of Events Management & Conference 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. The position will be responsible for reserving Main Campus event space, assisting clients by phone and in person and providing administrative support.

**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.
- Proficiency in Microsoft Office.
- Keen critical thinking skills.
- Prior customer service experience preferred.
- Coursework or interest in events management, hospitality, public relations or related area.

**Position Responsibilities**
- Input/Data entry of event reservation requests using specialized software.
- Provide excellent customer service and appropriate information in person and via telephone to student, faculty/staff and non-UTSA clients.
- Create and modify diagrams using to-scale 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 event reservations, general information, EMCS programming information, reservation confirmations, decoration guidelines, solicitation and registered student organization tabling.
- Provide EMCS with clerical office support including data entry, answering telephones, filing, word processing, spreadsheet maintenance, business writing, copies and faxes.
- Advise clients on additional forms and requirements including Facilities work orders, room diagrams, Off-Campus Speaker Forms, Food Waiver Forms, etc., to ensure event holders have complied with related UTSA, Student Union and EMCS policies.
- Maintain the locker room and storage areas.
- Perform related duties as assigned.
• Reports to Events Management Student Managers, Senior Events Manager and Assistant Director for Events Management, respectively.

**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](http://www.utsa.edu/studentunion/student-jobs.html)).

Print Name: ________________________________

Signature: ________________________________ Date: ____________________