Events Management Assistant

The University Center 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. UC staff must exemplify the UC mission, vision and values by being professional, courteous, positive and ethical in every interaction and task. Hiring priority will be given to students who fit the UC Customer Service standards. The University Center 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 administration of Events Management & Conference Services is conducted with accuracy, urgency and with positive and superior 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 tasks. The position will be responsible for assisting full-time staff in reserving Main Campus event space, offering excellent customer service by phone and in person, and providing administrative support through a variety of projects and tasks.

**Minimum Qualifications**

- Enrolled in a full-time degree seeking program at UTSA with a minimum overall GPA of 2.0
- Exceptional customer service skills.
- Interest in events management, hospitality, public relations or related area.
- Proficiency in MS Office.
- Keen critical thinking skills.

**Position Responsibilities**

- Present at required University Center orientations, trainings, and other student workshops and events.
- 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, and copies and faxes.
- Advise clients on additional forms and requirements including Facilities work orders, room diagrams, Off-Campus Speaker Forms, Food Waivers, etc., to ensure event holders have complied with related UTSA and EMCS policies.
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Position Responsibilities (Continued)

- 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

- Ability to work with minimal supervision.
- Presents a professional appearance and positive attitude.
- Works well with a diverse groups with a team approach.
- Ability to use critical thinking skills, good judgment and advanced communication skills.
- Ability to work with urgency to deliver exception customer service.

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.