



GRADUATE EVENTS ASSISTANT

Job Summary: The Graduate Events Assistant serves as the first point of contact for room reservation related matters. He/she is a key player in both pre/post planning and execution of events in facilities managed by Student Center Operations.

Supervision: This position reports directly to the Event Coordinators. Additional, incidental or other direct supervision is provided by SCO full time staff as needed

Responsibilities include, but are not limited to:

- Fulfill reservation requests using EMS (Event Management System)
- Triage events to the appropriate event coordinator
- Be aware of event schedule and building activity
- Assist in preparing pre and post planning meeting files (estimates, diagrams, etc.)
- Conduct planning meetings in the absence of Event Coordinator
- Coordinate orders for additional/outsourced/contracted services
- Serve as a liaison with vendors and other campus entities for event needs (A/V, Food Service, housekeeping, facilities management, etc.)
- Enforce reservations/events policies and procedures
- Assist in billing and collections processes
- Serve as onsite event manager during conferences, events and programs
- Attend, and assist with, mandatory meetings, trainings, events
- Perform other duties as assigned

Qualifications:

- A cumulative and term GPA of 2.5 or higher at the time of application. A per semester GPA of 2.5 or higher must be maintained throughout employment.
- Must be enrolled in a graduate program at Temple University ; preferred course of study - tourism/hospitality management
- Event planning experience strongly preferred
- Prior customer service experience
- Demonstrated ability to work independently
- Demonstrated problem solving ability
- Basic computer skills

Schedule: This position will work a 30-35 hour work week and may require flexibility during evenings, weekends and academic breaks. At no time will this position work overtime without prior approval from their direct supervisor.