

SFC Event Operations & Tech Support (EOT)

Job Summary: The Event Operations and Tech support staff is the first point of contact for the SFC Conference Center and the Medical Education Research Building (MERB). This position involves running day-to-day operations of an event and conference center including equipment setup, breakdown, audio-visual, and technological needs for events.

Supervision: This position reports directly to the Event Operations Coordinator. Cross-supervision is provided by building managers and the other full-time staff.

Schedule: This position requires flexible availability including early mornings, late nights, weekends and during some breaks. Typically, EOT Staff will receive 10-15 hours per week and will work no more than 30 hours unless special notice has been given. At no time should any student staff member work overtime without prior approval from their direct supervisor.

Responsibilities include, but are not limited to:

- Setup, breakdown, and reset equipment/rooms as needed.
- Setup and troubleshoot audio-visual and technology as needed.
- Enforce conference Center policies and procedures in the SFC and MERB and provide customer service and support to all guests.
- Provide a clean, safe, and professional atmosphere for guests at all times.
- Complete daily facility rounds, organize and clean equipment.
- Execute emergency action plan.
- Perform other duties as assigned.

Qualifications:

- A cumulative and term GPA of 2.5 or better at the time of application. A per semester GPA of 2.5 or better must be maintained throughout employment.
- Must be capable of lifting at least 50 lbs.
- Demonstrated decision making and customer service skills.
- Demonstrated ability to work with limited supervision.
- Ability to communicate orally and write effectively in the English language.
- CPR/AED certified (training will be supplied as necessary).

Professional Development:

- Students will be required to complete various trainings, evaluations, and online surveys that are tied to NACE (National Association of Colleges and Employers) Competencies and career readiness.
- These competencies (listed below) are used to enhance employment experiences that will best prepare students for post-graduation.
 - Career & Self- Development, Communication, Critical Thinking, Equity & Inclusion, Leadership, Professionalism, Teamwork, and Technology.
- Students will have the opportunity to customize their professional development experiences by choosing to focus on specific competencies for the upcoming year.
- Students will be able to maximize their time in this role and take part in a program that will be beneficial for their future, no matter what their career field of choice is.

Percentage of Responsibilities	Position Responsibilities/Tasks	NACE Competencies
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10%	<p>Employee Development Attend Fall/Spring staff trainings. Attend mandatory meetings, trainings, and departmental events. Provide 360 feedback for student staff evaluations and suggest improvements for the department and building.</p>	<ul style="list-style-type: none"> • Teamwork • Professionalism • Communication • Leadership
45%	<p>Facility Management (SFC Conference Center & MERB) Enforce all conference center policies and procedures. Prepare detailed reports regarding housekeeping, equipment, maintenance and inventory. Perform all SFC Conference Center and MERB duties. Setup and breakdown furniture and audio/visual equipment per event log and/or diagrams. Execute emergency action plan.</p>	<ul style="list-style-type: none"> • Critical Thinking • Teamwork • Professionalism • Technology • Leadership
45%	<p>Guest Service Provide extraordinary guest service to students, faculty, staff, and clients of the Student Faculty Center and MERB. Respond to guest issues when necessary. Perform rounds every 30 minutes to maintain the cleanliness and look of the SFC Conference Center. Review 7Ops for daily events, setups, and AV/technical needs. Communicate with clients prior to events, helping and resolving issues that may arise. Educate guests on AV equipment usage as needed.</p>	<ul style="list-style-type: none"> • Critical Thinking • Professionalism • Communication • Technology • Equity & Inclusion
Learning Objectives		
Transferable Skills	<ul style="list-style-type: none"> • The student will gain experience in a professional setting, how to communicate with peers and supervisors, and other transferable skills. 	
Facility Management and Customer Service	<ul style="list-style-type: none"> • Students will gain experience in event management, coordinating multiple facets of event set up (i.e. technology, personnel, and equipment), adapting to unexpected customer needs, and organizing setup and tear-down in multiple buildings. • The student will act as a steward of the SFC, performing tasks as requested by staff and guests alike, assisting customers in day-to-day issues, answering questions quickly and efficiently. • The student will gain experience adapting to customer needs regarding policies and services provided, including layouts, technology, equipment, and reporting new issues as guest needs' change. 	
Critical Thinking	<ul style="list-style-type: none"> • Students will gain experience in accurately identifying critical issues when making a decision or solving a problem, identifying needs, identifying sources of information appropriate to the problem at hand, and how to best formulate questions to clarify critical issues. 	