

# Operations Assistant

## Event Services



<b>Job Description</b>	<p>Acting as a steward of the Carolina Union, the Operations Assistant ensures the facility is operating under safe conditions including events that occur in the facilities and for the building's guests. This position supports the team by assisting in the set-up and tear-down of events/meetings and provide a high quality of customer service for meetings and events in the FPG Student Union while working effectively in a team environment.</p>
<b>Specific Duties &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• Assist in the proper set-up/tear-down of all events and meeting spaces within the building</li> <li>• Conduct timely building inspections to ensure clients conducting events and meetings within the internal Union spaces are complying with the Carolina Union building use policy</li> <li>• Ensure all bookings (events and reservations) held in exterior Union spaces are following the University's facility use policy</li> <li>• Provide high quality customer service to internal and external stakeholders</li> <li>• Fill out shift reports, report issues identified to the appropriate team</li> <li>• In cases of evacuation or sheltering, utilize the emergency procedures of the Carolina Union</li> </ul>
<b>Requirements &amp; Qualifications</b>	<p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• No prior experience required</li> <li>• Proficiency in MS Office suite (excel, outlook, word)</li> <li>• Demonstrated ability to successfully interact with internal and external stakeholders</li> <li>• Demonstrated ability to complete tasks in a fast-paced environment</li> <li>• Demonstrated ability to follow instructions from managers and adapt to feedback from clients</li> <li>• Must be comfortable serving as part of a diverse team that includes people with varying beliefs and backgrounds</li> </ul> <p><b>Preferred:</b></p> <ul style="list-style-type: none"> <li>• Event/operations/facility experience</li> </ul>
<b>Learning Goals &amp; Competency Development</b>	<p><b>As a result of employment in this position, students will:</b></p> <ul style="list-style-type: none"> <li>• Develop creative problem-solving skills through troubleshooting event/meeting issues</li> <li>• Connect transferrable skills gained through this role to professional career goals</li> <li>• Establish mutually beneficial relationships with team members and supervisors</li> </ul>
<b>JobX LEARNING OUTCOMES (FWS Positions Only)</b>	<p>Communication; Professionalism &amp; Work Ethic; Creativity &amp; Problem Solving</p>
<b>Available Openings</b>	<p>18</p>
<b>Hours</b>	<p>8-10 hours/week; must have availability a minimum of 2 days/week</p>

<b>Hourly Rate</b>	\$8.80
<b>Time Frame</b>	Academic Year 2019-2020
<b>Contact Name</b>	Marc Quiachon, Noelle Oxboel, Spencer Davis
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<b>Work Location</b>	Carolina Union Facilities Suite – Room 2415
<b>Phone</b>	919-966-5069, 919-962-2285, 919-962-6887