

Operations Coordinator

Event Services



Job Description	<p>Acting as a steward of the Carolina Union, the Operations Coordinator 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 coordinating 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. This position serves as a resource for Operations Assistants.</p>
Specific Duties & Responsibilities	<ul style="list-style-type: none"> • Gather information from Event Management Software and coordinate the set-up/tear-down of all events and meeting spaces within the building • Conduct and confirm the completion of timely building inspections to ensure clients conducting events and meetings within the internal Union spaces are complying with the Carolina Union building use policy • Ensure all bookings (events and reservations) held in exterior Union spaces are following the University's facility use policy • Create and enact training for the Operations team • Provide high quality customer service to internal and external stakeholders • Ensure completion of shift reports, report issues identified to the proper team • In cases of evacuation or sheltering, utilize the emergency procedures of the Carolina Union
Requirements & Qualifications	<p>Required:</p> <ul style="list-style-type: none"> • Combination of formal training and experience including working as an Operations Assistant in the Carolina Union for at least one semester • Demonstrated proficiency in MS Office suite (excel, outlook, word, powerpoint) • Demonstrated ability to successfully interact with internal and external stakeholders • Demonstrated ability to complete tasks in a fast-paced environment • Demonstrated ability to following instructions from managers and provide guidance to the Operations team on how to adapt and act upon feedback from clients • Take initiative to improve Operations processes and procedures • Must be comfortable serving as part of a diverse team that includes people with varying beliefs and backgrounds
Learning Goals & Competency Development	<p>As a result of employment in this position, students will:</p> <ul style="list-style-type: none"> • Strengthen creative problem-solving skills through troubleshooting event/meeting issues • Connect transferrable skills gained through this role to larger career goals • Develop and establish mutually beneficial relationships with team members and supervisors
JobX LEARNING OUTCOMES (FWS Positions Only)	<p>Communication; Professionalism & Work Ethic; Creativity & Problem Solving</p>
Available Openings	<p>8</p>

Hours	12-16 hours/week; must have availability a minimum of 2 days/week
Hourly Rate	\$9.50
Time Frame	Academic Year 2019-2020
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