

# Operations Lead

## Event Services



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| <p><b>Job Description</b></p>                             | <p>Acting as a steward of the Carolina Union, the Operations Lead ensures the facility is operating under safe conditions including events that occur in the facilities and for the building's guests. Operations Leads support the team by leading 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 mentor and guide for Operations team members and creates and implements weekly staffing schedules.</p>  |
| <p><b>Specific Duties &amp; Responsibilities</b></p>      | <ul style="list-style-type: none"> <li>• Collect, develop, and implement a weekly staffing schedule to support the needs of the Carolina Union and the events/meeting schedule</li> <li>• Gather information from Event Management Software and lead the set-up/tear-down of all events and meeting spaces within the building</li> <li>• Create and enact trainings for the Operations team</li> <li>• 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</li> <li>• Propose and implement creative solutions to scheduling conflicts</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>• Create and follow up to ensure completion of shift reports, report issues identified to the proper team</li> <li>• In cases of evacuation or sheltering, utilize the emergency procedures of the Carolina Union</li> </ul> |
| <p><b>Requirements &amp; Qualifications</b></p>           | <p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• Combination of formal training and experience including working as an Operations Assistant in the Carolina Union for at least one semester</li> <li>• Demonstrated proficiency in MS Office suite (excel, outlook, word, powerpoint,) EMS, and WhentoWork</li> <li>• Demonstrated ability to lead others and work on independent projects of significant scope</li> <li>• Demonstrated experience conducting interviews, trainings, performance evaluations, and other employee initiatives for team members</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 following instructions from managers and successfully implement feedback from clients</li> <li>• Take initiative and lead improvements to Operations processes and procedures</li> <li>• Must be comfortable serving as part of a diverse team that includes people with varying beliefs and backgrounds</li> </ul>  |
| <p><b>Learning Goals &amp; Competency Development</b></p> | <p><b>As a result of employment in this position, students will:</b></p> <ul style="list-style-type: none"> <li>• Propose and implement creative problem-solving skills through troubleshooting event/meeting issues</li> <li>• Connect transferrable skills gained through this role to larger career goals</li> <li>• Develop and foster mutually beneficial relationships with team members and supervisors</li> </ul>  |

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| <b>JobX LEARNING OUTCOMES</b><br>(FWS Positions Only) | Communication; Professionalism & Work Ethic; Creativity & Problem Solving  |
| <b>Available Openings</b>                             | 3  |
| <b>Hours</b>  | 12-18 hours/week; must have availability a minimum of 2 days/week  |
| <b>Hourly Rate</b>                                    | \$10.30  |
| <b>Time Frame</b>                                     | Academic Year 2019-2020  |
| <b>Contact Name</b>                                   | Marc Quiachon, Noelle Oxboel, Spencer Davis  |
| <b>Contact Email</b>                                  | <a href="mailto:marcq@email.unc.edu">marcq@email.unc.edu</a> ; <a href="mailto:noxboel@email.unc.edu">noxboel@email.unc.edu</a> ; <a href="mailto:spiral@email.unc.edu">spiral@email.unc.edu</a> |
| <b>Work Location</b>                                  | Carolina Union Facilities Suite – Room 2415  |
| <b>Phone</b>  | 919-966-5069, 919-962-2285, 919-962-6887   |