

## Operations Assistant

Events Services: Operations, Carolina Union

### JOB DESCRIPTION:

Operations assistants set up, breakdown, and provide a high quality of customer service for meetings and events in the FPG Student Union while working effectively in a team environment. Acting as professional stewards of the FPG Student Union, Operations Assistants ensure the facility is operating under normal and safe conditions in respect to both the events that occur in the facilities, as well as the building's general occupancy.

*Grade 1, Step 1 (8-10 hours/week; must have availability a minimum of 2 days/week)*

<p><b>RESPONSIBILITIES</b></p>	<ul style="list-style-type: none"> <li>• Accurately set-up/tear-down all events and meeting spaces within the building for clients in a timely manner</li> <li>• Perform routine hourly building inspections to ensure events and meetings are complying with the Carolina Union building use policy</li> <li>• Provide quality customer service to clients up to the standards and expectations of the department</li> <li>• Properly fill out the shift report, reporting any issues with event, technology, or the facility.</li> <li>• Utilize the emergency procedures of the Carolina Union to evacuate the building if required</li> <li>• Report facility and safety issues to the appropriate department or individual in a timely and responsible manner.</li> <li>• Other duties as assigned</li> </ul>
<p><b>INTENDED LEARNING OUTCOMES</b></p>	<p><b><i>As a result of employment in this position, students will:</i></b></p> <ul style="list-style-type: none"> <li>• Demonstrate effective customer service skills</li> <li>• Comprehend basic state, university, and building use policies</li> <li>• Exemplify creative problem solving skills through day-to-day troubleshooting</li> <li>• Connect transferrable skills gained through this role to professional career goals</li> </ul>
<p><b>REQUIREMENTS</b></p>	<ul style="list-style-type: none"> <li>• Previous experience in event/operations/facility setting preferred, but not required</li> <li>• Must be proficient in MS Office suite</li> <li>• Ability to complete tasks in a fast-paced environment</li> <li>• Must be able to take direction and constructive feedback from managers, supervisors, and clients with a positive attitude</li> <li>• Must be comfortable serving as part of a diverse team that includes people with varying beliefs and backgrounds</li> </ul>
<p><b>CEIA COMPETENCIES</b></p>	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Critical Thinking</li> <li>• Self-Awareness</li> </ul>