Department: Student Center & Conference Services

G.A. Position: Event Support

Supervisor: Deb Schell

Job Description
Assist with the planning and provision of Student Center & Conference Services for all events, meetings, and programs hosted in the Student Center. This includes the selection, training, scheduling, and supervision of student employees and expertise in the operation of audio-visual equipment. Help implement programs and services for commuter students. Work cooperatively with all Student Center & Conference Service staff to meet the needs of building users.

Job Functions/Responsibilities

- Plan and communicate daily duty assignments for student employees to ensure that all equipment and technical support is provided for events, meetings, and programs hosted in the Student Center.
- Send out a weekly commuter email detail upcoming events well as attend monthly commuter breakfast and luncheon to interact with commuter students to help them connect to the Student Center and university.
- Interview and make hiring recommendations for student employee staff.
- Continuously train and supervise student employees to insure effectiveness. Work specifically to train student staff on the operation of audio-visual equipment.
- Coordinate the scheduling of student staff for events requiring technology support, including ballroom events, theater events, conference activities, and other special programs.
- Maintain inventory of audio-visual equipment and supplies required to meet the needs of building users. Monitor functionality and make recommendations for repair and purchase of new equipment.
- At least once each semester plan and implement a diversity related program to educate and engage students on diversity issues.
- Provide on-site technical support to building users by operating audio-visual and other equipment. Provide technical support to student employee staff by trouble-shooting and problem solving audio-visual equipment issues.
- Provide oversight for set-up and tear-down assignments to insure that all student employees meet expectations for proper care and operation of equipment. Monitor student employee completion of required shifts.
- Work collaboratively with all Student Center & Conference Service staff to meet the mission and goals of the department, including participation in Student Center programming initiatives, training, employee recognition programs, administrative tasks, etc.
- Notify supervisor of any issues involving maintenance, housekeeping, building users, student employees, equipment, or other facility operations concerns.
- Attend regularly scheduled weekly meetings with supervisor and Student Center and Conference Service staff.
- Drive Pennsylvania state vehicles as required for delivery of equipment and transportation of individuals for Student Center programs.
- Perform other tasks as directed by the Director of the Student Center & Conference Services, the Assistant Director of the Student Center and/or other departmental supervisors.

**Desired Qualifications**

- Experience as a supervisor of other workers
- Effective oral and written communication skills
- Strong organizational skills
- Knowledge of audio–visual equipment
- Experience working effectively in a fast-paced environment requiring exceptional customer service

**Graduate Student Outcomes**

- Experience hiring, training, scheduling, and supervising student employees
- Experience in facility operations and event planning

**Appropriate SRU Graduate Majors**

- Clinical Mental Health Counseling
- Data Analytics
- Elementary Education
- MBA
- Parks & Resource Management
- Public Health
- Secondary Education
- Student Affairs in Higher Education
- Student Affairs in Higher Education with College counseling

**Supervisor’s Expectations**

- Position requires 17.5 hours per week to be arranged with supervisor
- Evening and weekend work is a routine aspect of this position
- Heavy lifting and moving of equipment, tables, chairs, etc. is required
- Position is part of the Division of Academic & Student Affairs and as such will include other duties necessary to ensure the success of major events sponsored by the Division, including Welcome Week, Orientation, Saturday Showcase, Homecoming, etc.
**Supervisor's address:**
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