

**California State University, San Bernardino**  
**SANTOS MANUEL STUDENT UNION**

**Student Assistant Job Description**

**JOB TITLE:** Event Operations Assistant

**DEPARTMENT:** Operations

**HOURS PER WEEK:** Up to 20 hours per week

**BEGINNING SALARY:** \$16.50 per hour

**GENERAL PURPOSE:**

Under the direction of the Santos Manuel Student Union (SMSU) Scheduling Coordinator and the Event Operations Lead, the Event Operations Assistants are responsible for the timely transition of meeting and event spaces, including setup and breakdown of events, light custodial work and general operational integrity. They are responsible for maintaining a high level of customer service and facilitating positive customer experiences. This position provides an essential service and a willingness to work dynamic weekly shifts including weekends, holidays, opening and closing shifts is required.

**JOB DUTIES:**

- Performs setup and breakdown of furniture and equipment following diagrammed layouts for events throughout the day, and occasionally late at night or early in the morning, to ensure on-time completion as dictated by the event schedule. Furniture and equipment may include tables, chairs, portable stages, portable dance floors, screens, projectors, and other relevant equipment.
- Responsible for reading and planning daily work based on information from setup worksheets and diagrams.
- Performs refreshment of rooms between events including vacuuming, wiping down furniture and emptying trash.
- Maintains a visible presence during events to ensure all guest experiences are positive and memorable.
- Acts as on-site contact for SMSU client before, during, and after events to ensure that every client's expectations are met in a positive manner.
- Introduces him/herself to client prior to event.
- Communicates and enforces SMSU policy and operating procedures to effectively express expectations to customers, students and employees using the facility.
- Familiar with all applicable codes for places of public assembly in terms of Fire Code and Americans with Disabilities Act. Ensures all programs within the SMSU comply with such codes at all times.
- Prioritizes time to stay on schedule and meet deadlines.
- Responds to a variety of customer inquiries and requests in a timely and professional manner.
- Maintains safe, orderly, and clean facilities during events occurring within the SMSU.
- Assures equipment is maintained and safely stored.
- Completes the Operations Daily Shift Report, documenting information delineated on the on-line form and summarizing relevant details for review by fellow Event Operations Assistants and other SMSU personnel.
- Moves furniture and other heavy objects in accordance with safe moving and lifting procedures.

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- Reports any unusual occurrences to supervisors.
- Attends all staff workshops and trainings.
- Maintain strict adherence to safety procedures.
- Performs light custodial work including vacuuming, shampooing carpets, cleaning restrooms when necessary, sweeping and mopping as needed, cleaning windows.
- Other duties as assigned.

**QUALIFICATIONS:**

- Currently enrolled CSUSB Student
- 2.0 or above GPA
- Dedication to providing superior customer service
- Ability to work independently and without close supervision
- Detail-oriented and able to communicate effectively both verbally and in writing
- Comfortable dealing with the public and communicating with customers, students, and staff
- Skill in working efficiently while maintaining high standards of room appearance, function, and cleanliness
- Flexible schedule and willingness to work early mornings, late nights, weekends, holidays, opening and closing shifts.
- Ability to establish and maintain cooperative relationships with co-workers and clients
- Enthusiasm for working with a culturally diverse student population, staff, and guests
- Should not have a history of back, leg, joint or arm problems
- Must be able to lift 75 pounds