Employment at SAE

University of Mary Washington
Student Activities and Engagement

SAE University Center Crew
• 12-19 hours a week
• Starting Rate: $7.50/hr
• Start Date: August, 2016

Summary
Under direct supervision of the Assistant Director of Student Activities and Engagement & University Center Coordinator, this position provides on-site assistance regarding all aspects of operations for the University Center (UC) during normal business hours. The UC Crew has the responsibility and authority for making decisions that affect the current operation of the facility in the absence of full-time management staff. The main duties of this position include, but are not limited to, monitoring UC building operations, setting up and breaking down event spaces, troubleshooting technology issues, and providing excellent customer service to all patrons and for all activities in the UC. This position necessitates a keen eye for detail, a positive attitude, and a willingness to work in a fast-paced environment. This position includes a significant amount of manual labor.

Responsibilities

40% - Event Operations
• Work collaboratively with full-time staff, housekeeping, catering, Events A/V, and SAE student staff towards the successful operations of the UC facilities, SAE sponsored events, and meeting customer needs.
• Ensure in-house systems, audio/visual equipment, and lighting levels are set correctly and functioning properly for all events.
• Provide basic training to presenters and organizations regarding the use of the in-house audio/visual equipment and its capabilities.
• Prepare venues for events including unlocking doors, setting and breaking down furniture, and ensuring that each space is clean and set to the client’s specifications.
• Meet with the sponsoring organization or group prior to the start of each event to ensure that all services are in place.

40% - Building Operations
• Informs, educates, and enforces facility patrons regarding UC policies and procedures.
• Maintain flyer boards and enforces posting policies throughout the UC.
• Check areas/departments after service hours making sure all are locked and secure.
• Cognizant of any security related concerns within any of the facilities and notifies University Police when action is required. Notifies SAE management staff as appropriate.
• Perform frequent walk-throughs of the UC looking for damages, repairs or maintenance issues that need to be addressed, inappropriate patron behavior, and gathering usage data for University metrics.
• Submit work orders as necessary.
• Provide excellent customer service to all patrons of the UC

20% - Miscellaneous
• Attend and participate in staff trainings and meetings
• Notifies the appropriate staff when necessary of any issues, conflicts, or pertinent information.
• Perform other duties as assigned.
Qualifications:

• Possess strong leadership, organization, and problem solving skills.
• Able to exercise excellent customer service and interact with patrons and staff members of diverse backgrounds.
• Able to lift and transport 25lbs.
• Able to work with computers and audio/visual equipment (training will be provided).
• Ability to manage multiple tasks at one time, including crisis situations.
• Ability to work evenings and weekends, including late night hours.
• Takes initiative and has a sense of responsibility.
• Attention to detail and completes work in an efficient and timely manner.