

EVENT OPERATIONS ATTENDANT



POSITION DETAILS

DESCRIPTION

The Norris Center Event OPs Attendants are vital members of the Event Operations team. They are responsible for the setup and teardown of equipment for all events in the Norris Center, serving a wide range of clients in the building.

HUMAN RESOURCES DETAILS

Shifts: 10-20 hours/week • Mornings, evenings, and weekends available

Starting Wage: \$14/hour

Reports To: Event Ops Student Supervisors, Event Ops Coordinators, and Event Ops Manager

ESSENTIAL FUNCTIONS

Event Ops Attendant responsibilities include:

- Providing the physical labor needed to set up and tear down Norris Event Spaces
- Assist with inventory, maintenance, and storage of Event Ops equipment (tables, chairs, etc.)
- Adherence to administrative policies
- Attend regular staff development and advancement opportunities throughout the academic year, including Fall training (approximately two weeks prior to fall quarter), and the Mid-Year training during Winter Quarter
- Ability to read a set-up worksheet and room diagram
- Other duties as assigned

Students will work to ensure effective and efficient daily production of all events in the Norris University Center while providing exceptional customer service.

The position offers a set schedule that is established each quarter with the opportunity to pick up additional hours. Student learning opportunities include customer service, responsibility, teamwork, and autonomy. Leadership positions, with supervisory responsibilities, are available to students who master Event Ops attendant expectations and demonstrate excellent attendance and timeliness.

MINIMUM SKILLS AND QUALIFICATIONS

Current Northwestern University student

Attention to detail, professionalism, dependability, customer service and communication skills

Ability to work autonomously and in team settings

Must be able to lift up to 25lbs

Must have clear hearing either naturally or via a listening device (i.e. hearing aid)

Previous experience (work, academic, or extracurricular) with events preferred but not required

Previous experience (work, academic, or extracurricular) with audio/visual equipment preferred but not required

Work-Study eligibility is strongly preferred but not required

OUTCOME EXPECTATIONS AND RESPONSIBILITIES

The following outlines the more specific learning outcomes and expectations for this position; things you can expect to learn while on the job and responsibilities you must master to achieve satisfactory performance.

CUSTOMER SERVICE

Customer Interaction: *articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first*

Maintains professional attitude and comportment with all student staff and supervisors

Presentation: *positive image and reflection of self and the Norris Center*

Wears nametag, complies with dress code, is well groomed, and presents an overall positive attitude

Customer Satisfaction: *follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs*

Responsible for meeting all Event Ops Manager and Coordinator requests in a timely and professional manner; Epitomizes the attitude and approach all Event Ops Staff members should model toward clients

RESPONSIBILITY

Attendance: *arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed*

Maintains and follows personal schedule, and makes adjustments appropriately

Accuracy: *is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately*

Completes all tasks as assigned in a timely fashion, meeting all expectations; Attentive to accuracy of Event Ops Team functions, handles errors and incidents fittingly

Accountability: *makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner*

Responsible for all personal and willingly accepts critique and direction toward future actions; Always available to Event Ops Coordinator and Manager, clients, Event Ops Team and students during shifts and through email; Attentive to student staff sensitive matters, respects privacy of records and personal issues

Job Knowledge: *knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed*

Understands all general tasks and responsibilities of being a Coordinator; Understands all specific tasks and directions required for the position and current shift; Willing to ask questions and make comments to better develop knowledge and abilities in a supervisory role; Attends personal and staff development opportunities willingly and with an open mind

TEAMWORK

Communication: *communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately*

Provides necessary updates to Event Ops Manager, Coordinator, and fellow Event Ops Team members, verbally and written, as necessary; Serves as the primary contact between the Event Ops Manager, Coordinator, Events Planning Office, Tech Services, and other professional staff; Speaks with appropriate levels of respect and tone among clients, staff, and coworkers

Group Participation: *attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs*

Effectively contributes during meetings, sessions, and events; Acts as a team player who collaborates, cooperates, and communicates openly and productively; Encourages and instills the essence of teamwork and camaraderie among Event Ops Staff

Values Difference: *relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist*

Sensitive to diverse and varying needs of all clients, staff, and students; Looks to expand personal development through contact with diverse experiences

LEADERSHIP

Innovation: *demonstrates willingness to think creatively in order to improve quality, and takes risks and encourages evaluation of processes*

Make appropriate judgment calls when previous precedent or experience does not exist

Goal Orientation: *demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals*

Oversees and ensures the process behind room setup supervision and verification of nightly room setups; Appropriately encourages, directs, and aids the Operations staff when on duty in the center; Openly seeks means to further develop personal ethics and values on the Event Ops Supervisor team

Collaboration: *fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so*

Represents an example of collaborative effort; Emphasizes the importance of collaborating toward the success of the Norris Center and fellow student staff, and specifically Event Ops staff

Clarification of Values: *can articulate personal and professional values and belief system, and sets the example for team and peers, acts as a role model*

Epitomizes the model behavior of a student staff member; Conveys an admirable work and personal ethic to professional staff and peers

Empowerment: *recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions*

Ability to acknowledge the success of others and is supportive of others' personal accomplishments; Fosters a sense of unity and leadership within the Event Ops Team and Norris

AUTONOMY

Enforcement of Policies: *uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it*

Performs regular and required position specific duties; Makes necessary judgment calls on staffing matters and with assigned responsibilities

Initiative: *demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision*

Able to stay on task and complete all requirements of the position without constant advisement and direction

Decision Making: *displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks*

Uses best judgment in conversations, tone, and directives

Problem Solving: *deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity*

Able to make self-directed and on the spot decisions based off of personal and positional knowledge base

MANAGEMENT

Self-Confidence: *maintains and projects an optimistic perspective, and accurately assesses and articulates personal strengths and weaknesses*

Comes to work prepared and dedicated to the position and required tasks; Openly discusses personal abilities and challenges with Event Ops manager and Coordinator through regular communication and discussion

Personal Management: *demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision*

Keeps and upholds personal scheduling goals and tasks; Balances life, school, and work commitments well do perform optimally as a Coordinator

ADDITIONAL OUTCOME EXPECTATIONS

Time Management: *uses scheduled work time to accomplish specific tasks*

Leading a work team: *encourages others to embrace the mission and accomplish the tasks*