EVENT PLANNING STUDENT SUPERVISOR

POSITION DESCRIPTION

The Event Planning Student Supervisor is a key support student staff member who is responsible for various event planning tasks and communication for student organizations and university departments within the Event Planning Office. This student also supervises other events planning student staff.

HUMAN RESOURCES DETAILS

- **Shifts:** 8-12 hours/week • Monday – Friday, 8:30am to 5:00pm
- **Starting Wage:** $13.00/hour
- **Reports To:** Event Planning Manager, Norris Event Management

ESSENTIAL FUNCTIONS

The Events Planning Student Coordinator reports directly to the Events Planning Coordinator. This position is responsible for assisting students, departments, and campus offices in planning, coordinating, and executing successful events. Specifically, the coordinating of events for student organization regular meetings and special events are the duties of this position. The Coordinator will manage online room reservations, update online request forms as necessary, and assist with event reservations and client communication via email, phone, and walk-ins. Supporting the Events Planning Staff with administrative and operational projects, taking reservations, copying, and answering phones are a significant part of this position, as well as other clerical and administrative duties that may be assigned from time to time.

The Event Planning Student Coordinator responsibilities include attending Event Planning meetings as needed. Also, the Student Coordinator must participate in a paid fall training (approximately six days prior to fall quarter), all-staff training, and be subject to quarterly reviews by the Event Planning Coordinator. Participation in a pre-year, mid-year, and post-year learning assessment, and attendance at staff development and advancement opportunities throughout the academic year are required.

MINIMUM SKILLS AND QUALIFICATIONS

- Current Northwestern University student
- Fine attention to detail, professionalism, dependability, and communication skills
- Exceptional decision making, organization, and planning skills
- Ability to work independently
- Previous experience at Norris Center and in customer service is preferred, but not required
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OUTCOME EXPECTATIONS AND RESPONSIBILITIES

CUSTOMER SERVICE

- Customer Interaction – articulates clearly and listens to customers, focuses on individual customer, and puts the customer first
  - Works with Event Planning to efficiently and effectively reserve and manage all event spaces
  - Maintains professional attitude and comportment with all clients and students
- Presentation – positive image and reflection of self and the Norris Center
  - 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 client needs in a timely and professional manner
  - Being always available and easily approachable to clients and fellow Norris Staff

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 Norris Center policies, 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 actions and willingly accepts critique and direction toward future actions
  - Always available to Event Planning Coordinator, clients, and students during shift
- 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 Student Coordinator
  - Understands all specific tasks and directions required for a current shift, including completion of daily communication sheets, taking reservations, and making necessary copies and correspondence
  - Willing to ask questions and make comments to better develop knowledge and abilities in Coordinator 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 supervisor and fellow staff members, verbally and through updated and well maintained reservations
  - Speaks with appropriate levels of respect and tone among clients, staff, and coworkers
  - Handles phone calls with due respect and attentiveness, completing client requests to best extent possible
- 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
- 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

- Risk Taking – 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
  - Talk through individual decision-making process with Event Planning Coordinator as necessary after the fact
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Goal Orientation – demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals
  o  Openly seeks means to further develop personal ethics and values in the role of Coordinator
Collaboration – fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so
  o  Represents an example of collaborative effort
  o  Emphasizes the importance of collaborating toward the success of the Norris Center and fellow 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
  o  Epitomizes the model behavior of a student staff member
  o  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
  o  Ability to acknowledge the success of others and is supportive of others’ personal accomplishments

AUTONOMY
Enforcement of Policies – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
  o  Follows all established reservation procedures and Norris Center policies
  o  Makes judgment calls on the interpretation of Norris Center policy as required
Initiative – demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
  o  Uses role as Supervisor to better the Norris Center in its operations and makes useful suggestions when appropriate toward bettering the center and the work environment
  o  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
  o  Capable of effectively planning events and meetings with student organization representatives and all other Norris Center clients
Problem Solving – deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity
  o  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
  o  Comes to work prepared and dedicated to the position and the tasks of the day
  o  Openly discusses personal abilities and challenges with Event Planning Coordinator through regular communication and discussion
Personal Management – manages energy and circumstances to meet deadlines and accomplish specific tasks and outcomes, and manages time effectively
  o  Keeps and upholds personal scheduling goals and tasks
  o  Balances life, school, and work commitments well do perform optimally as a Coordinator
Personnel Management – clearly communicates individual and group performance expectations, and uses instructive feedback and evaluation in a positive manner.
  o  Models excellent behavior and sets equal expectations of peers
  o  Takes feedback as constructive and immediately puts it into practice
Reporting – develops clear and concise reports on status of operation using appropriate language and data and is prompt in submitting reports
  o  Completes required reports effectively, efficiently, and appropriately
  o  Keeps to all deadlines and a general timeliness