Northwestern | Norris University Center

Event Planning Student Coordinator

Position Description

The Event Planning Student Coordinator is essential and a key support student member who is responsible for various event planning tasks and communication for student organizations and university departments within the Event Management Office.

Human Resource Details

Shifts 8-12 hours/week: Monday-Friday; 8:30 am – 5:00 pm

Starting Wage: 13.70/hour

Reports to: Event Planning Student Supervisor, Event Planning Coordinator

Essential Functions

The Event Planning Student Coordinator reports directly to the Event 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 organizations, regular meetings and special events are the duties of this position. The Coordinator will manage online room reservations, update online request forms as need be, and assist with event reservations and client communication via email, phone, and walk-ins. Supporting the Event Planning Staff with administrative and operational projects, taking reservations, copying, answering phones are important part of this position, as well as other clerical and administrative tasks 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 an all-staff training, and be subject to yearly 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 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 and as a team

**Outcome Expectations and Responsibilities**

**Customer Service**
- Customer Service – 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 and friendly attitude with all clients
- Presentation - positive image and reflection of self and the Norris Center
  - Complies with dress code, is neat and presentable
- Customer satisfaction – follows through with customers to meet their expectations for service, and is persistent and creative in meeting customer needs
  - Being always available and easily approachable to clients and fellow Norris Staff

**Responsibility**
- Attendance – arrives on time for shifts, works during scheduled hours and plans arrangements accordingly, and for replacements as needed
- 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 manner, 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
- Job Knowledge – knows job description and understand what the job entails, knows relevant information and policies, seeks clarification when needed
  - Understands all general responsibilities of being a Student Coordinator; including 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 development knowledge and abilities in Coordinator role
  - Attends personal and staff development opportunities willingly and with an open mind

**Teamwork**
- Communication – communicates information as needed to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
  - Handles phone calls with due respect and attentiveness, completing client requests to best extent as possible
Group Participation – attends team meetings, and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
  o Acts as a team player who collaborates, cooperates, and communicates openly and productively
  o Value difference – relates well with team members from diverse backgrounds, interests, and values. Understanding, recognizing and behaving appropriately when cultural differences exist
    o Sensitive to diverse and varying needs of all clients, staff, and students
    o Looks to expand personal development through contact with diverse experiences

Leadership

  o Risk Taking – demonstrates willingness to think creatively to improve quality, and takes risks and encourages evaluation of processes
    o Make appropriate judgment calls when previous precedent or experience does not exist
    o Talk through individual decision-making process with Event Planning Coordinator as necessary after the fact
  o 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
  o Collaboration – fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so
  o 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 Empowerment – recognizes individual and group contributions, celebrates accomplishments and encourages others to act and make decisions

Autonomy

  o 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 judgement calls on the interpretation of Norris Center policy as required
  o Initiative – demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
    o Able to stay on task and complete all requirements of the position without constant advisement and direction
  o 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 and representatives and all other Norris Center clients
  o 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 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 the duties of the day
  - 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
  - Keeps and upholds personal scheduling goals and tasks
  - Balances life, school, and work communicates well to perform optimally as a Coordinator
- Personnel management – clearly communicates individual and group performance expectations, and uses instructive feedback and evaluation in a positive manner