

Performance and Satellite Venues Attendant

POSITION DESCRIPTION

The Norris Center Performance and Satellite Venues Attendants help maintain equipment and staff events at the Norris Center Performance and Satellite Venues. These include Cahn Auditorium, The Guild Lounge, Ryan Family Auditorium, Shanley Pavilion, Lutkin Hall, 2122 Performance Hall, and The Great Room. Attendants will also support the Norris Tech Services team in the NTS office or on events, including virtual or hybrid events.

Attendants are vital to the smooth operation of the Performance and Satellite Venues, provide support to the users of the venues, and function as representatives of The Norris Center at events.

HUMAN RESOURCES DETAILS

Shifts: 8-12 hours/week • Mornings, evenings, and weekends available

Starting Wage: \$13.35 per hour

Reports To: Supervisors, Performance Production Manager

ESSENTIAL FUNCTIONS

- Participate in the maintenance of the venues and the venue equipment
- Assist in setting up equipment for events
- Serve as building managers for the venues, including opening and closing the venues and overseeing events
- Assisting clients with the use of audio/visual and other venue equipment
- Ensuring that clients are adhering to all Norris and University policies




This position requires updating work availability so as to be assigned shifts on a weekly basis. Regular hours for training, project, and maintenance work can be scheduled as well. Training on the setup, oversight, and maintenance of the venues and venue equipment will be ongoing. Attendants will be expected to attend regular staff development and advancement opportunities throughout the academic year. Staff members in this position are subject to mid- and end-of-year evaluation by the Performance and Satellite Venues Supervisors and Performance Production Manager.

MINIMUM SKILLS AND QUALIFICATIONS





- Current Northwestern University undergraduate student
- Professionalism, dependability, and exceptional communication and comprehension skills
- Ability to work under direction and supervision of a student staff manager
- Previous experience in customer service and/or event support is preferred, but not required

OUTCOME EXPECTATIONS AND RESPONSIBILITIES




CUSTOMER SERVICE

-  Customer Interaction – articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first
 - Works with all of the PSV staff to efficiently and effectively layout all event spaces and provide assistance and information to guests and clients
 - Maintains professional attitude and comportment with all supervisors and peers
-  Presentation – positive image and reflection of self and the Norris Center Performance and Satellite Venues
 - 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 requests of managers in a timely and professional manner





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 supervisors appropriately
 - Completes all tasks as assigned in a timely fashion, meeting all expectations
-  Accountability – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
 - Responsible for all personal and staff actions and willingly accepts critique and direction toward future actions
 - Always available to managers, clients, and fellow staff 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 PSV Attendant
 - 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
 - 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
 - Clearly communicates any issues during a shift and any concerns that arise to managers
 - Speaks with appropriate levels of respect and tone among clients, staff, and coworkers
-  Group Participation – attends team meetings and contributes to dialogue, 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
-  Goal Orientation – demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals
 - Openly seeks means to further develop personal ethics and values in a student staff role
-  Collaboration – fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so
 - Emphasizes collaborating toward the success of the Norris Center PSV and fellow student staff
-  Clarification of Values - can articulate personal and professional values and belief system, sets the example for the team and peers, and 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, celebrates individual and group accomplishments, and encourages others to act and make decisions
 - Acknowledges 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
 - Performs regular and required position specific duties
- 💡 Initiative – demonstrates ability to initiate action, contribute ideas to improve area, and works well with minimal supervision
 - Uses role as staff member to better the Norris Center PSV in its operations and makes useful suggestions when appropriate toward bettering the PSV and the work environment
 - 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
 - Capable of effectively completing assigned tasks and using 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