Department of Residence Life
Events Student Assistant
POSITION DESCRIPTION

GENERAL SUMMARY
The student assistant for Events is responsible for a physically demanding job that requires the breaking down and setting up of layouts for various meetings (workshops, conferences, lectures, special events, etc.) in Hullabaloo Hall, the Commons, and White Creek Community Center. This position requires a driving record check and a criminal background check.

LEARNING OUTCOMES
- Transferable Skills
  - Relate position experiences with potential future job experiences
- Resource Management
  - Develop skills relating to the management and oversight of resources
- Customer Service
  - Provide quality customer service to students, staff, and other stakeholders
- Policy Enforcement
  - Utilize training to enforce potential policy violations relating to game room operations
- Problem Solving
  - Utilize training to troubleshoot technology difficulties in event spaces

REQUIRED
1. Must be currently enrolled as a student at Texas A&M University
2. Must have:
   a. excellent communication skills to include satisfactory verbal skills in English and must be easily understandable in person and on the phone/radio
   b. an ability to work with a diverse population
3. Must be able to read layouts and work independently or in a team environment to accomplish work in a timely, effective and precise manner.
4. Must have the ability to lift overhead in rapid succession and carry items weighing at least 35 pounds. Must have the ability to push/pull items on a cart up to 500 pounds.
5. Must be able to work evenings, weekends and/or special events as needed.
6. Must be able to work a minimum of 15 hours per week.

PREFERRED
1. Residence hall living experience
2. Current on campus resident
3. One year’s experience as a student assistant, preferably at Texas A&M
4. Knowledge of Texas A&M University College Station campus

TERMS OF EMPLOYMENT
1. Must be available to work scheduled increments any day of the week from 7:30 AM to 1:30 AM, weekends at least 3 days a week (schedules may vary, but mostly in the evening.) During the Holiday/Summer Schedule, must be able to work varying shift from 7:30 AM to 11 PM.
2. The summer schedule is defined as:
   - The days right after May Graduation until there are no further scheduled events
   - The days right before Summer Classes start when there are events scheduled
   - Memorial Day and Fourth of July if events are scheduled
   - The period of RES ED Training periods (approximately 3 weeks before Fall Classes start).
3. Winter Break schedule is defined as:
   - Beginning the Sunday after Final Examinations are completed.
   - Ending a week after Faculty and Staff return if events are scheduled.
4. Each Events Student Assistant must be responsible for his/her shifts.
5. Must adhere to all TAMU rules and regulations and abide by the Aggie Code of Honor.
6. The starting salary for the Events Student Assistant is $7.75 per hour.

**RESPONSIBILITIES**
1. Provides excellent customer service.
2. Services facilities by setting up and breaking down equipment needed for meeting rooms. Equipment being serviced includes but is not limited to chairs, tables, stages, podiums, ramps, and linens.
3. Sets up the technology at the beginning of events in Hullabaloo Hall, the Commons, and White Creek Community Center. Provides assistance as needed during events in the meeting spaces. Checks on events at least once every hour to ensure the needs of our patrons are being met.
4. Answers radio/cell phone as needed and is able to communicate respectfully and effectively with Event Coordinators and F&O Office staff, supervisors, and customers so that event details are relayed accurately and in a timely manner.
5. Puts equipment back in proper storage rooms after events. Stays after evening events to set up for events taking place the next morning.
6. Checks inventory of each room to make sure it is present and undamaged before and after each event.
7. Cleans tables and chairs and takes food waste to outside dumpsters if needed.
8. Navigates the EMS system and EMS-Virtual system efficiently and assists when needed.
9. Submits hours worked in Workday at the end of every shift. Hours entered into Workday must be accurately entered and should be calculated by rounding to the nearest 15 minutes.
10. Moves Concession and Resource tables and chairs as needed and as directed.
11. Works as a contributing team member.
12. Other duties as assigned.

**ACCOUNTABILITY POLICY**
You will be held accountable for your actions or lack thereof, including both positive and negative actions. It is important to follow all rules, policies, and expectations of the position you have accepted. The following policy outlines some, but not all, accountability measures. Additionally, this policy outlines a progressive discipline and accountability model that an employee would typically follow given some of the examples in this policy. However, the severity of the situation or behavior of the employee may warrant immediate progression to a more severe measure, up to and including termination, without having been provided a lesser measure previously. The severity of the measure will be determined by the supervisor in consultation with the HR Coordinator, if necessary.

**NOTES**
The supervisor will keep notes on each staff member regarding his or her performance throughout the year. These notes will be used to praise good work, address concerns, and to provide an accurate representation of the employee’s performance on the annual evaluation. You may request to see your notes at any point. These notes may be kept in a variety of formats.
WARNING
A Warning may be issued by the supervisor as necessary for violating job responsibilities/expectations and/or policies. This is a reminder which will state the reason for the Warning. Note of this Warning will be documented within your Notes for future reference. Some actions that could result in a Warning include but are not limited to: 1st time being late to a shift or leaving early without approval of the supervisor, 1st time failing to complete job responsibilities during a shift, 1st time having a visitor at the desk without approval, etc.

REPRIMAND
A Reprimand is a memo or form that states the specific inappropriate actions or decisions, will include specific, quantifiable expectations for improved performance, and a specified time period for significant improvement to be made. If no significant improvements are seen within the specified period, Termination or Probation may result. This Reprimand may include a probationary period with the expectation of marked improved performance. A copy of the Reprimand will be provided to you and a copy will be placed in your personnel file. Some actions that could result in a Reprimand include but are not limited to: your 2nd time being late to a shift or leaving early without the approval of the supervisor, your 2nd time having a visitor at the desk without approval, your 1st time missing a shift, repeating behaviors that resulted in a Warning, etc.

PROBATION
A period of time determined by the supervisor based upon the severity of the situation, during which your performance will be monitored for marked improvement. This will include a letter or form provided to you and placed in your personnel file that outlines the specific inappropriate actions or decisions. Some actions that could result in Probation include but are not limited to: your 3rd time being late to a shift or leaving early without the approval of the supervisor, your 3rd time having a visitor at the desk without approval, your 2nd missed shift, repeating behaviors that resulted in a Reprimand, falling below the required GPR, etc.

TERMINATION
Depending on the severity of the issue, Termination typically comes as a final solution after multiple infractions, though it can occur immediately, without any or all of the above actions. Some actions that could result in Termination include but are not limited to: your 4th time being late to a shift or leaving early without the approval of the supervisor, your 3rd missed shift, insubordination while on probation, risking the safety and security of students in the space, inappropriately using keys and/or equipment, repeating behaviors that resulted in Probation, etc.

Employee Name _______________________________  Employee Signature _______________________________

Date _______________________________  Supervisor Signature _______________________________

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