Department of Residence Life
Events Student Coordinator
POSITION DESCRIPTION

GENERAL SUMMARY
The Student Coordinator for Events is willing and able to take on additional responsibilities above and beyond those of the Student Assistants. This role requires decision making related to the operation of Events, responsibility associated with the safety and security of students utilizing the space, and some supervisory duties. The Student Coordinator for Events would be responsible for cross-training with the Student Coordinator for Game Rooms to fulfill duties in a time of absence or need.

LEARNING OUTCOMES
• Logistics & Scheduling
  o Develop scheduling and organization skills
• Transferable Skills
  o Relate position experiences with potential future job experiences
• Customer Service
  o Provide quality customer service to students, staff, and other stakeholders
• Problem Solving
  o Utilize training to troubleshoot technology difficulties in event spaces
• Independence
  o Effectively work with autonomy

REQUIRED
1. Must be currently enrolled as a student at Texas A&M University
2. Must have:
   a. Completed at least one full semester employed as a Student Assistant
   b. Received consistent, positive evaluations
   c. Experience in working with the public
   d. Completed at lease on full year full-time enrollment at Texas A&M University
   e. Excellent communication skills, written and oral
   f. An ability to work with a diverse population
   g. Employment is contingent upon a criminal background check and successful verification of employment eligibility
   h. Broad knowledge of Events, the Department of Residence Life, and Texas A&M University and A/V equipment and strong troubleshooting skills.
   i. Must have supervisory experience.
   j. 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.

PREFERRED
1. Texas A&M University Residence Hall living experience
2. Current on campus resident
TERMS OF EMPLOYMENT
1. Must be available to work a full academic year (August through May) with the awareness that employment will be expected during some university holidays and breaks. The routine schedule will include working independently during weekday evenings and full weekends. If a Student Coordinator leaves for the summer but intends to return in the fall, there is a possibility that the position may not be available upon his/her return. Opportunities for summer employment do exist. The dates and times of the daily operation of Event work will be decided by the Program Coordinator of Events. Events may remain open and fully operational during University holidays, the first two days of Spring Break; the first day of Winter break and up to on-campus housing closing dates. Each semester, Events generally continue from the time classes let out until the next academic term. Attendance may be required in those interim periods.
2. Each Event Staff member must be responsible for his/her shifts. Staff must be available to consistently work 10 hours per week. Occasionally, due to unforeseen circumstances, the staff member may work more or less; but the total time for 2 weeks should equal no more than 20 hours. During special events, the staff may be required to work more shifts.
3. Student Coordinators may not be concurrently employed in a Resident Assistant (RA), Graduate Hall Director (GHD) or Community Director (CD) position. Another source of employment can be permitted as long as it does not interfere with the staff responsibilities.
4. Each Event staff member must attend all training sessions as specified by the Department and the Program Coordinator for Events. Training dates are determined at least a semester in advance. All event staff members are expected to arrive early to participate in training and training events.
5. Student Coordinators can only be on probation once (based on performance) during employment with the Department. Actions that would result in being placed on probation for a second time can result in termination.
6. Student Coordinators must abide by all University and departmental policies and procedures, and meet their supervisor’s expectations while employed.

STUDENT COORDINATOR RESPONSIBILITIES
1. Indirectly supervise the Event Student Assistant team in collaboration with the Events management team.
2. Assist in the management of Events schedules for up to 4 Student Assistants, including coordinating class schedules, work schedules, coverage requests, and shift change requests.
3. Assists in the hiring, training and management of the Student Assistants for Events under the supervision of the Program Coordinator for Events and the Graduate Assistant for the Program Coordinator for Events.
4. Conduct regular walk-throughs of the three locations in order to assess and submit work orders for facilities and safety concerns that may have been overlooked by Student Assistants.
5. Create and manage the weekly agendas for the Event Student Assistants in collaboration with the Events management team.
6. Regularly inventory the supplies in each event space and submit purchase requests to the Program Coordinator of Events or the GA when supplies need to be replenished.

GENERAL RESPONSIBILITIES AND EXPECTATIONS
1. Ensure the safety and security of individuals, facilities, and each event area by following Texas A&M University and the Department of Residence Life policies and procedures in responding and reporting safety and security issues.
2. Act as a referral/resource person for all who book events. Willingly provide general and accurate information. Coordinates the Event team to address or acknowledge each event booking at first
22. All practices outlined here should also be enforced with the Event Student Assistants.
23. Other duties as assigned.

**STAFF EVALUATIONS**
The staff evaluation process allows staff members to acquire and use information regarding their job performance and development. The information may come from a variety of sources. The object is to help the staff members understand their current patterns of behavior and positively emphasize the specific skills they have instead of the ones they lack. In this way, staff members can move toward increased self-direction, continued development, and improved job performance.

Staff evaluations are an ongoing process; any behavior deemed inappropriate should be addressed at the immediate time and should not be held over until the evaluation process. Similarly, outstanding performance should be acknowledged when it occurs. Items noted on a staff evaluation should not come as a surprise to the recipient.

The evaluation process is a continuing process, not an activity undertaken once a semester or year. It should be used in conjunction with goal setting and changing strategies to establish an integrated system for encouraging growth.

The following evaluation forms **may** be used in the assessment process for each area.

• **Student Assistant Performance Evaluation and Goal Setting**

In each case where a supervisor is evaluating a staff member:
  • The original should be sent to the DRL Business Office when the evaluation is complete unless directed to send all evaluations to one CRL for verification.
  • Provide the employee with a copy of the signed evaluation.
  • Note: If employee does not meet expectations, then the evaluation should be discussed with the evaluator’s supervisor prior to presenting it to the employee.

**Formal staff evaluations will take place once each semester.** Informal evaluations should be an ongoing process. An annual performance evaluation for non-faculty employees must be completed between March 1 and May 15. [http://eodinfo.tamu.edu/performEvals/default.aspx](http://eodinfo.tamu.edu/performEvals/default.aspx)

**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 Student Assistant position. The following outlines some, but not all, accountability measures.

**NOTES**
The Coordinator of Events (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.

**VERBAL REPRIMAND**
A verbal warning or reprimand may be issued by the Coordinator of Events as necessary for violating job responsibilities/expectations and/or policies. This is a verbal reminder which will state the reason for the
reprimand. Note of this reprimand will be documented within your employee notes for future reference. Some actions that could result in a verbal reprimand include but are not limited to: 1st time being late to a shift or leaving early without approval of the Coordinator of Events, 1st time failing to complete job responsibilities during a shift, 1st time having a visitor at the desk without approval, etc.

**WRITTEN REPRIMAND**
A written reprimand is a memo THAT states the specific inappropriate actions or decisions. If no significant improvements are seen within a specified period, termination or probation may result. This notice may include a probationary period with the expectation of improved performance. A copy of the written reprimand will be provided to you and a copy will be placed in your personnel file. Some actions that could result in a written reprimand include but are not limited to: your 2nd time being late to a shift or leaving early without the approval of the Coordinator of Events, your 2nd time having a visitor at the desk without approval, your 1st time missing a shift, repeating behaviors that resulted in a verbal warning, etc.

**PROBATION**
A period of time determined by the supervisor based upon the severity of the situation. This will include a letter 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 Coordinator of Events, your 3rd time having a visitor at the desk without approval, your 2nd missed shift, repeating behaviors that resulted in a written 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 Coordinator of Events, your 4th time having a visitor at the desk without approval, 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.

I have read and completed this form in its entirety:

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