Department of Residence Life  
Senior Events Student Coordinator  
POSITION DESCRIPTION

GENERAL SUMMARY
The Senior Student Coordinator for Events is willing and able to take on additional responsibilities above and beyond those of the Student Coordinators. 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.

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 QUALIFICATIONS
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 Coordinator
   b. Received consistent, positive evaluations
   c. Experience in working with the public
   d. Completed at least one full year of full-time enrollment at Texas A&M University
   e. Excellent communication skills, written and oral
   f. 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 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.

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. If a Senior 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 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.
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 40 hours.

3. Senior 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. Senior 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. Senior Student Coordinators must abide by all University and departmental policies and procedures, and meet their supervisor’s expectations while employed.

**SENIOR STUDENT COORDINATOR RESPONSIBILITIES**

1. Indirectly supervises the Event Student Coordinator team in collaboration with the Program Coordinator for Events.
2. Assists in the management of Events schedules for up to 4 Student Coordinators, including coordinating class schedules, work schedules, coverage requests, and shift change requests.
3. Assists in the hiring, training and management of the Student Coordinators for Events under the supervision of the Program Coordinator for Events
4. Conducts 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 Coordinators.
5. Creates and manages the weekly agendas for the Event Student Coordinators in collaboration with the Events management team.
6. Regularly inventories 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. Ensures 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. Acts as a referral/resource person for all who book events. Willingly provides general and accurate information. Coordinates the Event team to address or acknowledge each event booking at first appearance. In the absence of a Student Coordinator, the Student Coordinator will fill in for the role of the Events Student Coordinator by turning on technology before an event starts and being available to answer any questions of the booking party.
3. Logs into the work computer and email regularly; checks emails and voicemails regularly, replying as necessary and informing the Program Coordinator of Events and the GA as necessary.
4. Actively coordinates and monitors event spaces including the concessions and tabling areas.
5. Contacts AggieWorks when there is a repair issue. After troubleshooting technology problems, coordinates with the Program Coordinator for Events before contacting DoIT or a third-party vendor.
6. Always presents a positive image for Texas A&M University and be attentive when responding to customer questions or concerns.
7. Answers the telephone promptly.
8. Reports any emergencies and unusual or illegal activities to the proper authorities by following the
Department of Residence Life procedures.

9. Attends all scheduled staff meetings and 1:1 meetings.

10. Maintains event area by keeping a clean and safe environment for students and visitors. Ensures that all individuals properly observe the rules and regulations for event areas by following Department of Residence Life procedures. Is aware of your surroundings.

11. Possesses a helpful and customer-oriented demeanor at all times.

12. Performs other duties as assigned and needed to assist the Department of Residence Life throughout the academic year and during the summer.

13. Completes all mandatory trainings during the timeframe allotted.

14. Completes all timesheets in a timely manner as directed by the Business Office and/or the Coordinator of Events.

15. Arrives on time to all scheduled shifts.

16. Completes daily checklists and other tasks as assigned by the Program Coordinator of Events.

17. Maintains a neat, professional appearance while on duty, wearing officially designated staff attire or University attire. All clothing must be appropriate. Good grooming and personal hygiene are necessary to provide a positive image.

18. Follows all University and Department of Residence Life policies and procedures while utilizing Texas A&M University equipment, including computers. The use of Department of Residence Life computers is permitted while on duty as long as it does not interfere with the responsibilities of this position and does not result in an additional cost to the University. Use of computing resources for commercial purposes or personal gain is prohibited. Failure to comply with policy and procedures of the University and the Department of Residence Life by not delivering excellent attentive customer service and maintaining a clean and safe environment could result in removal of all computer programs except for the ones necessary to complete the duties of the position and up to termination of employment. No personal computing devices, including, but not limited to, tablets, laptops, gaming devices, and headphones are allowed to be used while on duty unless prior approval has been provided by the Coordinator of Events.

19. Short, personal calls and text messaging are permitted as long as they do not interfere with the assigned duties and the ability to provide excellent customer service. Abuses of either could result in the end of these privileges while on duty.

20. No visitors are allowed while you are on shift.

21. Departmental nametags must be worn at all times while working.

22. All practices outlined here should also be enforced with the Event Student Coordinators.

23. Performs 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 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.

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I have read and completed this form in its entirety:

____________________  __________________________
Employee Name  Employee Signature

____________________  __________________________
Date  Supervisor Signature