

Title: CSU Operations Building Assistant

Term of Employment: Academic Term (Aug-May)

Position Abstract: Act as the main workforce of the CSU regarding event set-up, operation, and tear-down. The Student will be responsible for a number of tasks in a day-to-day and event-to-event scenarios, from daily maintenance of facilities and equipment, to setting up for events in the CSU.

Percentage of Responsibilities	Position Responsibilities/ Tasks
50%	<p>Event and Facility Management</p> <ul style="list-style-type: none"> • Daily Event Management <ul style="list-style-type: none"> ○ Unlock meeting rooms ○ Clean side rooms ○ Room setup according to Daily Report • Maintain storage rooms and equipment organization • Inspect all equipment and facilities to ensure their working condition • Report and address any issues that may impede the safety or security of facility, furnishings, or equipment • Conduct regular inventory count on setup equipment
40%	<p>Customer Service</p> <ul style="list-style-type: none"> • Provide extraordinary customer service to students, faculty, staff and clients of the Student Union • Perform hourly rounds to maintain the cleanliness and look of the CSU • Check all equipment prior to start of an event, i.e.—audio, video, lighting. • Review daily reports for scheduled events, setups, and technical needs.
20%	<p>Miscellaneous</p> <ul style="list-style-type: none"> • Report facility or equipment problems to Building Manager or Lead Building Assistant. • Perform other duties as assigned
Learning Objectives	
Event Management	<ul style="list-style-type: none"> • Students will gain experience in event management, working with events from scheduling to completion, coordinating multiple facets of event set up (i.e.—scheduling, technology, personnel, and equipment), adapting to unexpected customer needs, and organizing set-up and tear-down.
Customer Service	<ul style="list-style-type: none"> • The Student will act as a steward of the CSU, performing tasks as requested by staff and clients alike, assisting customers in day-to-day issues, answering questions quickly and efficiently. • The Student will gain experience adapting to customer needs regarding services provided, changing layouts, adding technology, adding equipment, and reporting new issues as client needs change.
Critical Thinking	<ul style="list-style-type: none"> • Students will gain experience in accurately identifying critical issues when making a decision or solving a problem, identifying needs, identifying sources of information appropriate to the problem at hand, and how to best formulate questions to clarify critical issues