

Title: Student Assistant Programming Coordinator

Term of Employment: Academic Term (Aug-May)

Position Abstract: Assists the Programming Coordinator in managing the logistical and supervisory portion of event set up. The Student will see events in the Maverick Bullpen from concept to completion, assisting customers in every step of the process. They will also be responsible for the day-to-day maintenance

| Percentage of Responsibilities | Position Responsibilities/ Tasks |
|-------------------------------------|---|
| 60% | <p>Programming Coordination</p> <ul style="list-style-type: none"> • Coordinate events from concept to completion in the Bullpen, examples include Mavericks After Dark, Homecoming Events, Special Celebrations <ul style="list-style-type: none"> ○ These activities include concept creation, scheduling, payment, personnel management, and supervision of the event. • Act as resource to student, staff, RSOs, and other organizations who wish to utilize the Bullpen for private events |
| 30% | <p>Customer Service</p> <ul style="list-style-type: none"> • Organize and manage Point of Sale area for customers, including balancing a till, customer transactions, and serve products from the snack bar • Maintain Pin-Setter equipment • Assist Professors during Billiards and Bowling instruction. |
| 10% | <p>Administrative Duties</p> <ul style="list-style-type: none"> • Take phone calls and in person messages, deliver them to the proper channels • Directs customers to appropriate locations, and answer questions efficiently and politely • Perform other duties as assigned by Programming Coordinator |
| Learning Objectives | |
| Programming/ Event Management | <ul style="list-style-type: none"> • The Student will gain a working knowledge of Programming/Event management including, creation, marketing and promotion, budgeting, logistics, and personnel management. |
| Critical Thinking | <ul style="list-style-type: none"> • The Student will learn to approach problems analytically, ask appropriate and critical questions, identify knowledge sources, and draw from experience to address critical issues. |
| Customer Service | <ul style="list-style-type: none"> • The Student will gain experience handling money, greeting customers, answering questions, and providing a unique and enticing experience for the Bullpen’s Customers • The Student will act as a resource for a number of different customer groups, including walk-ins, events, and classes using the space |