



# EMU Student Center: Building Operations

## Event Technicians

(as of 5/26/10)

---

### **Description:**

Event Technicians will work directly with the Building Managers. The Event Technician position is vital to the success of the everyday operation of the Student Center. The Event Technicians provides mission critical, quality customer service to the EMU Student Center customers. Event Technicians serve as front line employees to ensure rooms are successfully set to the customers' desire in advance of their event. You are also responsible for maintaining clean rooms and equipment. Work takes place in a fast-paced environment, and could also include late nights or early mornings. Event Technicians will also provide assistance and support during events as requested or as needed. It is important that the Event Technicians be familiar with the building, its equipment, policies, programs, services and the day-to-day schedule of events. This position offers the opportunity to grow as a student and professional.

---

### **General Responsibilities:**

- Be punctual.
  - Provide quality proactive customer service to Student Center Patrons (internal or external).
  - Manage time to ensure all set ups are done in the appropriate time frame.
  - Make all customers feel welcome in EMU Student Center and at Eastern Michigan University.
  - Take responsibility for keeping the Student Center meetings rooms clean (chairs pushed in, tables clean, blinds even, carpet clean, trash removed etc).
  - Handle all equipment with care, and report anything that might be broken
  - Attend all staff meetings for Student Center Set up Crew.
  - Complete projects as assigned.
  - To perform other duties assigned.
- 

### **Qualifications:**

- Must maintain at least a 2.5 GPA
  - Be a responsible and dependable person.
  - Be self-motivated, have a friendly disposition and be customer-service oriented
  - The ability to work independently, identifying resources and make independent decisions.
  - Strong written and oral communication skills.
  - Ability to work in a team environment.
  - Demonstrate excellent interpersonal skills.
  - Flexible hours for availability (including evenings and weekends) when the building is open.
  - Positive customer-oriented attitude and professional image.
-



# EMU Student Center: Building Operations

## Event Technicians

(as of 5/26/10)

### Transferable Skills:

Transferable skills are those abilities that can be useful in many different settings. They can make you qualified to enter into many different fields even though you may not have specific education or experience in that area. Your position will allow you to progressively develop a variety of skills in a supportive environment where you can improve upon your weaker abilities, monopolize on your strengths, learn from your mistakes, and create your own personal character in the work setting. The following list identifies only **some** of the skills that you will develop during your time working with us. The list is not all-inclusive.

**Communication** - the ability to listen to others objectively, paraphrase the content of the message, speak effectively, use various forms of written communication through written reports, etc.

**Planning and Organization** - the ability to identify alternative courses of action, accommodate multiple demands and requests, prioritize, establish goals and follow through on fulfilling these goals, manage time effectively, and predict future trends and patterns.

**Event Planning** - the ability to effectively plan programs, understanding what it takes to coordinate a successful event.

**Interpersonal and Human Relations Skills** - the ability to interact effectively with peers, colleagues and supervisors, the ability to work well in a group, express feelings appropriately, understand the feelings of others, contribute in staff meetings, and share in staff responsibilities.

**Informational Management Skills** - the ability to problem solve, sort data and objects, compile and rank information, apply information creatively to problems or tasks, synthesize facts, concepts and principles, understand and use organizing principles, evaluate information against appropriate standards.

**Critical Thinking Skills** - the ability to identify quickly and accurately the critical issues when making a decision or solving a problem, identify problems and needs, identify information sources appropriate to a problem or need, and formulate questions to clarify a problem.

**Valuing Skills** - the ability to assess a course of action in terms of its long-range effects on the general human welfare, make decisions that will maximize both individual and collective good, and the ability to use ethical thinking and decision-making when solving issues.