

## Event Operations Staff

**Position Description:** As an integral part of the Memorial Union, the event operations staff are responsible for the operation of the Memorial Union on evenings and weekends after the normal work day hours. The event operations staff has the responsibility and authority for making decisions that affect the overall operation of the Union in the absence of full-time professional staff. They are student leaders who oversee event setups, student employees, interpret and enforce building policies, setup and troubleshoot basic av issues, take charge of emergency situations, provide a safe and secure environment, communicate building issues to appropriate staff, and provide customer service support to events held in the Memorial Union, including the exterior perimeter of the facility and the Memorial Union parking ramp. In addition to these roles, the event operations staff have the ability to directly supervise other event operations staff as part of the manager role if qualified.

### Duties and Responsibilities:

- Responsible for the making decisions that affect operations in the absence of professional staff.
- Provide exceptional customer service to all those encountered within the Memorial Union and the ISU Campus.
- Responsible for the surveillance and security of the building.
- Work with all departments in the coordination and setting up of events
- Provide administration of the parking ramp control system during duty hours
- Provide assistance with any special projects as needed
- Maintain and organize storage areas and supplies for implementation of events
- Perform all tasks assigned by the Event Operations Supervisor and Professional Staff
- Provide support and encouragement to all team members
- Attend staff meetings and provide feedback on policies and procedures
- Perform other duties as assigned

### Successful Candidate Attributes:

- Exceptional customer services skills
- Ability to function independently and as a team member
- Ability to lift and carry objects weighing at least 50lbs (i.e. tables, chairs, stages, podiums)
- Ability to advance the principles of an inclusive and diverse working environment
- A desire to grow and develop their abilities and leadership skills
- A desire to be a part of a unique dynamic team that supports the mission, vision and values of the Memorial Union.

### Compensation:

- Hourly wage beginning at \$10.00
- Event Operations managers start at \$11.00
- A staff that has a vested interest in developing leadership and careers readiness skills
- Semesterly developmental workshops/retreats
- A fun and dynamic work environment to learn and grow in

### Contact:

Brad Hill, Associate Director of the Memorial Union for Operations  
Iowa State Memorial Union

[bradhill@iastate.edu](mailto:bradhill@iastate.edu)