



McNamara Alumni Center

University of Minnesota

200 Oak Street S.E. Suite 035
Minneapolis, MN 55455-2002

www.mac-events.org

**JOB DESCRIPTION – GUEST & EVENT SERVICES ASSISTANT
UNIVERSITY GATEWAY CORPORATION
MCNAMARA ALUMNI CENTER
Posting Date: 7.12.22**

BACKGROUND

The Guest & Event Services Assistant position is a shared position that supports the events team and serves as a main point of contact at the first floor visitor information desk of the McNamara Alumni Center located on the University of Minnesota Twin Cities campus.

This position is part of a 16-member team that manages the award-winning office building and busy event center. All are employees of University Gateway Corporation (UGC), a unique partnership of the University of Minnesota Foundation and University of Minnesota Alumni Association.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Visitor Information Desk Responsibilities (50%)

- Create an atmosphere that welcomes people and proactively anticipates the needs of visitors, tenants, vendors and event clients. Handle requests with courtesy and urgency. Actively listen and resolve issues; delegating to building or event management when appropriate.
- Learn the locations of the building's tenant offices, event spaces, and UMN campus giving clear directions for those looking for places or people.
- Greet event clients for meetings, validate parking, offer a beverage, and store coats and personal items.
- Support the events and building management teams with projects and/or administrative tasks including running the weekly event report, scheduling programmable doors, parking reconciliation, creating room signage, etc.
- Accept deliveries such as floral arrangements and event decor. Manage incoming shipments of materials for conferences and coordinate outgoing shipments to be returned to clients.
- Manage lost and found items.
- Provide phone back-up for building management and event teams.
- Monitor floors for slip hazards, lounge cleanliness/tidiness, restrooms for needed attention and full waste cans – call janitorial staff, place signage as needed, water plants.
- Monitor potential security/safety issues by calling police, fire department or ambulances if necessary.

- Open locked doors for vendors, repairmen and locked-out tenants; meet vendors at loading dock.
- Stock the information kiosk with helpful guides and marketing materials. Manage inventory of event supplies located at the front desk: batteries, gaffers tape, printer paper, etc.
- Provide support to both event clients and guests: photocopy documents for clients, call cabs, meet clients at doors with cart for load-in, etc.

Event Responsibilities (50%)

- Serve as the primary point of contact for Discovery Nexus event space users (Discovery Nexus Partners and occasional tenant groups). Respond to questions by utilizing multiple resources and teammates for help.
- Manage Discovery Nexus reservation requests, enter bookings in Event Management Software (EMS), provide confirmations, prepare signage and generate schedules for building staff to review.
- Support Event Staff by occasionally coordinating event logistics and room set-ups for events.
- Assist with on the floor event tasks when necessary: perform microphone volume adjustments, validate parking using the online reservation system and make floorplan changes to email to clients.
- Email invoices, process credit cards and check payments for events; manage paid and unpaid file organization.
- Prepare marketing packets for tours; prepare and send surveys to clients post-event.
- Occasionally share in the staffing of events with other operations team members including early morning, weeknights, and weekends as needed.

Perform other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE

Required: Degree from a 2- or 4-year college

Preferred: Minimum 2 years of administrative, hospitality or event industry experience

FLEXIBLE SCHEDULE

The building is open Monday through Friday 7:00 am to 6:00 pm with events happening beyond these hours. Flexibility is required by the team to cover the front desk. This 40-hours-a-week position requires some flexibility to open/close the building as needed and stay later for busy event coverage.

OTHER SKILLS and ABILITIES

Required Skills:

- Resourcefulness, patience and superior customer service skills with a desire to exceed expectations
- Strong communication, organizational and decision-making skills
- Can multi-task and work well under pressure with frequent interruptions and noise
- Comfort with various technology and computer programs to perform a variety of administrative tasks

Preferred Skills:

- Knowledge and previous use of EMS and Social Tables software, Google Suite, Microsoft Word, Excel & C-cure 9000

PAY

Commensurate with experience + generous University Gateway Corporation benefits package. This includes accruing up to 20 days of PTO in the first year of employment plus holidays, paid parking, health and medical benefits, 403(b) plan, cell phone reimbursement, paid parental leave, U of M Rec+Wellness Center membership and more.

Please note: All employees at University Gateway Corporation are required to comply with the UGC's COVID-19 Policy by either providing proof of being fully vaccinated on their first day of employment, or complete a request for an exemption for medical exemption or religious reasons.

TO APPLY

A resume, 3 professional references are required. A cover letter is welcomed. Please email: Andrew Spear, Event Manager, spear254@umn.edu