



McNamara Alumni Center

University of Minnesota

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

www.mac-events.org

JOB DESCRIPTION – STUDENT EVENT ASSISTANT UNIVERSITY GATEWAY CORPORATION MCNAMARA ALUMNI CENTER

PAY RATE: \$14 PER HOUR

POSTING DATE: Monday, February 28, 2022

BACKGROUND

The McNamara Alumni Center, located on the University of Minnesota - Minneapolis campus, is an award-winning event center and busy office building. We're seeking 2-3 students to assist the professional staff by helping work weeknights and weekends servicing events. Shifts may be worked independently or overlap with the full-time professional team.

HOURS

Flexible scheduling and availability required. 10-15 hours per week shared by 1-2 other students. Shifts primarily fall on evenings and weekends but vary based on the event schedule. This position is ideal for a student candidate looking for flexible hours built around their academic schedule and University involvement. Year-round employment is strongly desired, which includes campus breaks and summer months.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Serve as venue representative for weeknight and weekend events:

- Facilitate venue responsibilities for weeknight and weekend events including weddings, conferences, meetings, lectures, and more. Multiple events may be taking place during one shift.
- Prior to client arrival, review each room's set up and facilitate any changes (add tables, move chairs, adjust light settings, etc), turn on AV equipment, verify parking reservations with parking attendants and review event checklists. Greet clients and troubleshoot new requests and changes, pulling in McNamara's AV Technician and/or professional event staff if necessary.
- Serve as the primary venue contact for event clients, guests, and vendors (decor, audio visual, florists, sound and light teams, etc) and exhibit superior customer service. Make multiple rounds during the event to check on the facility and with the client(s) and vendors as appropriate.
- When not actively servicing events on the floor, this position is stationed at the Visitor Information Desk on the first floor and must be attentive and available to quickly address situations they observe/witness mid-event. Perform support tasks as outlined in the section below.

- Prepare for the next day's events while following a plan for the tear-down of the current day's events. Review the event file, get appropriate equipment ready and set out and create a checklist of action items.
- Basic AV operation including use of microphones and projector/screen is required when an AV technician is not hired to support the client's AV needs.
- Complete detailed post-event reports for professional staff to review including any follow-up tasks.
- Responsible for securing all event spaces, shutting down and locking up the building at shift's end.

Perform event-related support tasks:

- With direction from sales staff, occasionally give tours to prospective wedding clients & prepare marketing packets.
- File paperwork and miscellaneous administrative projects as assigned such as vendor information form, entering major campus event schedule and holidays into booking software, run attendance and event-type reports for sales team, etc.
- Make floorplan changes on Social Tables software and update event details in Event Management Software (EMS).
- Edit, print and install directional and event signage.
- Answer the event and office building phone lines.

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.

- Ability to work independently, prioritizing, and completing projects.
- Ability to perform basic AV operation (adjust sound levels, set-up microphones, projector + screen).
- Resourceful and make good judgements, especially when troubleshooting.
- Ability to manage multiple tasks and manage unexpected changes.
- Confident and clear communication skills.
- Comfortable taking the lead to solve an issue or addressing a client's requests.
- Present a neat and professional appearance.
- Ability to move and lift furniture, approximately 25 lbs .
- Some event related experience is preferred but not required.
- Must be able to work 2-3 shifts per week consisting of either weeknights and/or weekends.

TO APPLY

Please email your resume to Andrew Spear, Event Manager spear254@umn.edu.