Job Title: Special Events Assistant

Department: Auxiliary Services

Supervisor or Manager: Conferences and Special Events Coordinator

Date Created: 12/14/05

Last Revised: 12/14/05

FLSA Status: NE

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
• Phones and inquiries are answered quickly, courteously and correctly
• Conferences, meetings, banquets and other special events are planned and coordinated
• A working business rapport is established with on/off campus individuals and groups
• A weekly Special Events Worksheet (10 days of all future events) is posted and distributed

Essential Duties and Responsibilities:
• Opens and responds to all voice mail, e-mail correspondence and on-line web requests in a timely manner
• Communicates event additions, changes & cancellations to support departments
• Maintains verbal correspondence and updates required documentation (i.e. hard copy and digital files of each event)
• Interprets and enters data into the on-line scheduling software, checking for availability and/or potential conflicts of events
• Accurately records all company/contact person/event information, both, in hard copy and on-line
• Posts room cards daily
• Determines the importance/priority of any last minute addition or change to an event, decides the most effective manner of communication (e-mail, telephone or radio contact) to support departments, and executes that communication
• Acquires departmental support for events, such as: building unlocks, physical set ups, media set ups, adherence to fire/safety regulations, clean up and prep time in between events
• Trains, assigns duties and supervises work/study students daily
• Updates, verifies and reports work/study timesheets

Secondary Responsibilities:
• Assists with training of work/study students and new staff
• Checks room set ups
• Provides and sets up all small portable equipment such as easels, overhead projectors, screens, tabletop podiums, TV/VCR/DVD carts, ropes and stanchions, small tables & chairs
• Covers tables with tablecloths and skirts
• Hangs banners and puts up balloons

Positions Supervised:
• Work/study students (9)

Major Contacts:
• Saint Michael's College students, faculty & staff
• Sodexho employees
• Off campus organizations looking to rent our facilities

Demonstrates Excellence:
• Consistently demonstrates a cheerful attitude, as well as professional, pleasant telephone skills
Complies highly accurate written phone messages and Initial Contact Sheets
Possesses very strong customer service and organizational skills, with an ability to multi-task under pressure
Exercises artful, succinct verbal and written communication skills
Shows a high level of motivation to seek, gather and share new information/procedures

**Education and Work Experience:**
- Associate’s degree or equivalent combination of education and experience
- 3 – 5 years working in a small business office, and/or retail sales/marketing and/or hotel management or event/conference planning

**Analytic Skills:**
- The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response.

**Language and Literacy Skills:**
- Reads and interprets documents such as operating instructions, procedure manuals, and College policies to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Has the demonstrated ability to prepare or revise written reports or other documents.

**Computer/Technology Skills:**

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<tr>
<th>Software</th>
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<tr>
<td>Microsoft Word</td>
<td>__None ___ working knowledge _X_intermediate ___ highly proficient</td>
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<tr>
<td>Microsoft Excel</td>
<td>__None <em>X</em> working knowledge ___intermediate ___ highly proficient</td>
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<td>Microsoft Publisher</td>
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<td>Adobe Acrobat</td>
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<td>Datatel</td>
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<td>Internet Research</td>
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**Licenses, Certifications and Other Requirements:**
- None required

**Physical Demands:**
- Work is often performed in a typical office environment requiring:
  - Sitting in a normal seated position for extended periods of time
  - Reaching by extending hand(s) or arm(s) in any direction
  - Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
  - Communication skills using the spoken word
  - Vision sufficient to see within normal parameters
  - Hearing sufficient to hear within normal range
  - No or very limited physical effort
  - No or very limited exposure to physical risk

While performing the duties of Special Events Assistant, the employee is occasionally required to lift and/or move 10-25 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.
Additional Requirements for the Job:
- Ability to attend approximately 3 weeks of daily, on-the-job training
- Flexibility in work schedule to accommodate the demands and changing needs of department

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.