

University Center

Student Event Management Technician (EMT) Job Description

The Student EMT's primary responsibility is to respond in a professional and courteous manner to internal and external customers by providing accurate and timely information and services.

Student EMTs may be trained and scheduled for a variety of duties, including the Information Desk based on the needs of the University Center staff.

I. Operations Responsibilities

- a. Typical setup activities include setting up tables, chairs, additional equipment from staging department or rental companies, and taking inventory in the Alumni Memorial University Center (AMUC) and Cox Hall ballroom.
- b. Responsible for ballroom setups, meeting room setups, and audio/visual support.
- c. Cleans all event spaces, including vacuuming, carpet cleaning, and cleaning of furniture.
- d. Works to ensure event/room set-ups are completed accurately, safely, and efficiently.
- e. Regularly reviews the meeting services operations report in order to accurately set up for events.
- f. Maintains and monitors the temperature in ballrooms and meeting rooms, and maintains cleanliness and accurate inventory of assigned storage areas.
- g. Communicates event and facility-related information to various center staff including Building Manager, Maintenance, Building Services, and Meeting Services.
- h. Perform other duties as assigned, requested, or deemed necessary by management.

II. Customer Service Responsibilities

- a. Works to address and meet the needs of all University Center's (UC) clients and customers.
- b. Maintains a clean and safe user-friendly environment for clients and customers.
- c. During shifts, serves in an on-call capacity for clients and events in the UC, including Cox Hall ballroom and the Alumni Memorial University Center (AMUC).

III. Position Expectations

- a. Position involves manual labor, including lifting, maintain a friendly, cheerful, and courteous demeanor at all times.
- b. The ideal candidates will be capable of working with minimal oversight but willing to follow directions closely.
- c. Maintain good customer relations, in person and on the telephone, by keeping abreast of basic UC functions in order to answer questions and concerns with timely and knowledgeable responses.
- d. Perform other duties as assigned, requested, or deemed necessary by management.
- e. Student EMTs are expected to work 10-12 hours per week during the fall and spring semesters, including weekends, breaks, and university holidays such as Labor Day and Fall Break.

IV. Requirements

- a. Student EMTs must be current students in good academic standing with the University, which include:
 - i. Being a full-time, registered student at Emory at the time of application.
 - ii. Having a minimum cumulative GPA of 2.75 at the time of application and must maintain this minimum GPA throughout the duration of employment with the department. No exceptions will be made.
- b. Successful applicants must be able to lift 100 + pounds.