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.

V. Pay rate: Student EMTs will be paid $8.50/hour with the opportunity for annual raises based on performance and time of service.