

RUSSELL HOUSE
UNIVERSITY UNION
UNIVERSITY OF SOUTH CAROLINA
STUDENT LIFE

Event Services Student Assistants, Russell House University Union

Event Services Student Assistants perform several tasks related to the overall operation of the Russell House. These students act in a front line reception capacity for the Russell House administration area (Suite 218) by providing desk coverage, answering phone calls and directing calls to members of the suite and building, as well as general office support (filing, copying, etc.). They also provide support directly to the Event Services Coordinator. These duties include management of the 25Live software, booking and confirming reservation requests, managing space, planning and executing signature events (such as Study Union and Carolina Welcome) and event planning for the University Community. Compensation for the Event Services Student Assistants is \$8.00 hr. Applicant must be a full-time student in good academic standing. Work Study is preferred but not required.

Duties and Responsibilities

1. Disseminate **up-to-date** and **accurate** information concerning campus events, activities, and services. Exhibit general knowledge of USC and Student Life.
2. Perform duties related to the Russell House Administration (Suite 218) area: answer phone calls and directing calls to members of the suite and building, filing, copying, and other general office work.
3. Perform duties related to the Event Services area: Using 25Live, booking and confirming reservation requests, managing space, planning and executing signature events (Study Union and Carolina Welcome) and event planning.
4. Keep Suite 218 area clean and neat.
5. Notify the supervisor when forms or supplies are at a low level.
6. Relay instructions and information to the Building Attendant and Building Manager as needed.
7. Be aware of procedural changes and/or new happenings.
8. Pass on any last minute instructions to the next shift assistant or supervisor
9. Treat all patrons courteously and with respect.
10. Attend required training sessions and staff meetings.
11. Answer telephones and greet visitors promptly and with a friendly, professional manner. Answer questions, transfer calls, or take messages as required.
12. Display initiative in problem solving and in performance of special projects.
13. Always be willing to learn.
14. Exhibit sensitivity to situations with visitors that may require further assistance from staff.
15. Arrive to work promptly and carry yourself professionally during work hours.
16. Copy and collate materials as needed.
17. Perform typing and filing duties as requested.
18. Assist with special projects as needed.
19. Perform other duties as assigned.

Qualifications Required

1. Reliability and strong customer services skills
2. Must excel at trying new things and taking initiative
3. Creativity and inventiveness
4. Ability to operate calmly and efficiently in a fast-paced office

Supervision Received

Events Services Manager, Coordinator for Russell House Events, Associate Director for Russell House Events

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