Campus Center & Event Services
Student Job Descriptions

Information Center Assistant (ICA) will serve as the first point of contact for community members and visitors entering the Campus Center. The Information Assistant will provide campus information and directions and maintain an inventory of printed materials from university departments and programs as well as the surrounding area. The Information Center will serve as the communication hub for Campus Center staff on duty, with telephone and radio access to building and administrative staff as needed. Information Assistant must have outstanding telephone and personal communication skills; be reliable, resourceful, and knowledgeable about the Campus Center and the University; serve as ambassadors for the University and the Campus Center and comfortable working amidst crowds as well as working alone. Being available to work an early morning and/or weekend shift throughout the semester is required for this position.

Event Staff Assistant (ESA) will provide event support for room set-up/changeovers to light cleaning during major events. Will act as primary support for the Building and Events Manager and the professional staff while on duty. They may produce and post banners and signs throughout the campus. Event staff must be reliable, willing and able to work a variable schedule of evenings, weekends and mornings. This position will require you to travel to various locations campus-wide, move furniture, interact with a variety of customers, and be technically inclined or willing to learn technical set-up, operating, and trouble-shooting skills. Lifting objects up to 30-40 pounds is required.

Game Room Assistant will provide frontline customer service in the UMass Boston Campus Center Game Room. They will provide general Game Room information and maintain a comprehensive knowledge of all game consoles, games, board games, and billiard pool table. This position will allow you to serve as a key member of the Campus Center team and the university community where students will exercise outstanding customer service and communication skills. Excellent customer service is required at all times. Event staff must be reliable and willing to work a flexible schedule to accommodate event bookings.

Assistant Building and Events Manager (ABEM) will work alongside the Building Manager to provide primary and/or supporting staff coverage for campus during all operating hours. This position is a gateway role to becoming a Building and Events Manager. The ABEM will shadow the BEM and must be comfortable performing tasks independently. They must be able to take initiative as well as demonstrate the potential to develop strong leadership, customer service and communication skills. Alongside the Building and Events Manager, he/she will supervise the Event Staff, Information Center and Game Room Assistants. Candidates must be available to work mornings, nights, weekends and holidays. Please note, candidates must work one full semester as an Event Setup Assistant OR have prior experience in event management/operations to be considered for the position.

Building and Events Manager (BEM) will provide primary staff coverage for the Campus Center and Event Services department during normal operating hours. They will be responsible for opening and closing procedures, supervising and leading others during their shifts. They will provide excellent customer service. They will be responsible for training and managing the Assistant Building and Events Manager, Event Staff, Game Room and Information Desk Assistants while on duty. BEMs must serve as a role model for the other student staff. The BEM will work with fulltime professional staff as well as student staff in managing the facilities and events. They must be capable of lifting objects up to 30-40 pounds.

This is a seasoned student leadership position. BEMs must demonstrate strong problem solving, leadership and management skills, including outstanding customer service, oral and written communication skills, and the ability to manage difficult people and situations as well as provide training and performance feedback to peers. BEMs will also deal with sensitive safety and security issues alongside the professional staff. BEMs must be available to work mornings, nights, weekends and holidays. Please note: Candidates must enroll into the training program for the Assistant Building and Events Manager program for at least one semester prior to becoming a Building and Events Manager.

Conditions of Employment
To be considered for a position with the Campus Center & Event Services office, you must be an enrolled UMass Boston undergraduate student. Applicants are required to have a 2.0 cumulative GPA at time of employment and they must be in good academic standing and have a 2.0 or higher while in the position. While employed with the department, staff members will receive on-going feedback and evaluations and must maintain satisfactory performance of duties as well as academic conditions in order to continue employment. All positions are subject to other duties as assigned.