**Campus Center & Event Services**

Student Job Descriptions

Revised: July 2021

**Information Center Assistant (ICA)**

The ICA will serve as the first point of contact for community members and visitors entering the Campus Center. They should have a strong willingness to help others and be prepared to answer questions using digital technologies and resources. The ICA will demonstrate effective work habits to provide quality customer service when answering the phone, when providing information, and/or when directing the student or customer to the appropriate department. ICAs must be able to clearly articulate thoughts and ideas to others and communicate effectively with their supervisor(s).

An ICA must have the ability to interact respectfully with all people and understand individual differences. They must effectively use all available resources to obtain data to best support the patron. The ICA is responsible for promptly communicating with the BEM on duty, as they are the eyes and ears of the Campus Center.

*Sample duties include, answering general questions about campus and events; executing the laptop rental program, restocking displays with campus information, lending games and equipment, and accepting items for lost and found.*

**Event Setup Assistant (ESA)**

The ESA will assist the Building & Events Manager with various tasks including event setups, light cleaning/maintenance and miscellaneous facility related needs. ESAs will also provide light audiovisual support including assisting guests with connecting to the internet and displaying presentations. This position will require the ESA to travel to various locations throughout campus.

As the main support of the Building and Events Manager, the ESA must be able to work within a team structure and build collaborative relationships. They will be required to provide exceptional customer service and give clear communication. An ESA must demonstrate integrity and ethical behavior on and off shift. They must be respectful and able to adapt to new situations quickly. Successful ESAs will learn from their mistakes and be willing learn new things.

*Sample duties include, event setups and breakdowns, changing signage, running miscellaneous tasks across campus, interacting with various space users, assisting clients with Wi-Fi connections and light audio-visual needs.*

**Game Room Assistant (GRA)**

The Game Room Assistant will provide customer service in the Campus Center’s *The Wave.* The GRA will provide general Game Room information and maintain a comprehensive knowledge of all video game consoles, video games, board games, online games and billiard pool tables in the space. They assist in planning events including pool tournaments, card games and online games.

Game room attendants must be reliable and willing to work a flexible schedule to accommodate event bookings beyond game room hours. They must demonstrate a strong understanding of digital technology and be able to troubleshoot gaming consoles or computer issues. UMass Boston is a very diverse campus; therefore, the GRA must display openness, sensitivity and the ability to interact respectfully with all people in order to create an inclusive environment.

*Sample duties include managing equipment and space, troubleshooting issues with gaming consoles and creating programs and events.*

**Assistant Building and Events Manager (ABEM)**

The Assistant Building and Events Manager is a training position to become a Building and Events Manager. They will work alongside the Building and Events Manager to provide primary and/or supporting staff coverage for the facility and events during all operating hours. The ABEM must be able to leverage the strength of others to achieve common goals on a day-to-day basis.

An ABEM must demonstrate strong problem solving, leadership and management skills, including outstanding customer service, oral and written communication skills, and interpersonal skills for the ability to manage difficult people and situations as well as provide training and performance feedback to peers. The ABEM will shadow the BEM for at least one semester and must be comfortable performing tasks independently before a promotion to Building and Events Manager. See the Building and Events Manager description for skills and responsibilities

*Sample duties include reviewing the daily operations report, organizing the daily tasks, assisting with event setups and breakdowns, checking in with students, clients and guests, delegating work to their peers, responding to issues in a timely manner.*

**Building and Events Manager (BEM)**

The Building and Events Manager serves as the leader of the student team. They manage events and facilities across campus in addition to supervising the daily activities of the student team as scheduled (ESA, ICA, GRA and ABEM staff). They serve as the main point of contact during evening and weekend hours and must deal with issues as they arise when the professional staff is unavailable.

Tasks include opening, midday, and closing procedures across campus for event management including meeting room and event setups, audiovisual setup and support, and other facility related needs.

BEMs must demonstrate strong problem solving, leadership and management skills, including outstanding customer service, oral and written communication skills, and interpersonal skills for the ability to manage difficult people and situations as well as provide training and performance feedback to peers. They must work within a team structure to successfully complete and execute tasks. BEMs will also deal with sensitive safety and security issues alongside the professional staff. *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.*

*Sample duties include reviewing the daily operations report, leading the student staff on duty, handling issues as they arise, checking in with students, clients and guests, overseeing event setups and breakdowns, providing audiovisual support and other duties as assigned.*

Conditions of Employment

All applicants must be an enrolled UMass Boston undergraduate student. They must have a 2.0 cumulative GPA at time of employment and they must be in good academic standing by holding a 2.0 GPA or higher while in the position. A flexible schedule with availability in the mornings, nights and weekends is preferred. Lifting objects up to 30-40 pounds is required (reasonable accommodations may apply). All positions are subject to other duties as assigned.

While employed with the department, team members will be required to attend mandatory bi-annual trainings. They will also receive on-going feedback and evaluations and must maintain satisfactory performance of duties as well as academic conditions in order to continue employment.

UMass Boston welcomes students, faculty, staff and guests from all around the globe. It is important that all candidates understand and learn from diverse cultures, races, ages, genders, sexual orientations, and religions.