General Statement of Purpose and Duties

The Event Services Graduate Assistant is a member of the Rhatigan Student Center (RSC) staff and is responsible for participating in the successful operation of the Event Services and business operations of the student union. The RSC is the social hub of student life at Wichita State University. The center's dynamic slate of events and services keep the WSU community humming. The WSU Event Services office is tasked with reserving spaces for events within the RSC and across the WSU Campus.

This position entails a mix of administrative tasks, customer service, marketing, reporting, and data analysis. A unique aspect of this position includes working with all functional areas of the RSC and with Student Affairs divisional efforts in these areas.

Reports to:
The Event Services Graduate Staff Assistant is under the direct supervision of the Director of Event Services and Executive Director of the RSC.

Principal Duties and Responsibilities:

1. Coordinate details of events such as conferences, weddings, birthdays, anniversaries, charity events, surprise parties, trade shows, sales meetings, business meetings, employee appreciation events and virtual events. Assist customers to plan layout of seating and decorations.

2. Develop a working knowledge of the Event Management System (facilities reservation software) entering event reservations involving multiple support services and equipment for student organizations, University departments, and non-university customers. Negotiate and secure event space.

3. Book, recommend, and/or manage third-party vendors, such as caterer or talent.

4. Coordinate and monitor event timelines and ensure deadlines are met.

5. Keep inventory of backdrops, projectors, computers, and other display materials.

6. Assist staff in managing the event, including working with WSU police department and security personnel.

7. Coordinate with our RSC marketing efforts and assist with the development of a marketing strategy for web-page content and print mediums.

8. Assist in developing programs that enhance awareness of the facility and services.

9. Assist in the management of assessment of building services through comment cards, online satisfaction surveys, and benchmarking initiatives.

10. Be a representative of quality customer service for our student employees. Assist as needed in responding to customer needs presented in the various RSC Departments.
11. Develop thorough knowledge of State, University and Departmental policies and regulations regarding public events, building operations, safety and for advising others of same.

12. Participate in staff meetings.

13. Complete special projects or other duties as assigned.

**Required Qualifications:**
- Awarded a Bachelor’s degree.
- Must maintain good academic standing.
- Must be a graduate student at Wichita State University and enrolled in at least 6 credit hours.
- Must possess a valid driver's license.

**Preferred Qualifications:**
- Enrolled in the Masters of Educational Leadership with an emphasis in Student Affairs.
- Possess strong attention to detail and organization.
- Have the ability to work with a diverse group of people.
- Have the ability to relate and work well with students.
- Have experience and understanding of marketing and event coordination.
- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers.
- Excellent computer proficiency in Microsoft Office such as Word, PowerPoint, Excel and Outlook.
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service.
- Ability to work independently and in a team to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
- Strong judgment, decision making and problem solving skills.
- Strong organization, planning skills, and ability to manage projects effectively as well as concentrate on multiple tasks simultaneously.
- Knowledge of basic Event Planning software.
- Perform in an ethical and professional manner.
- Have the ability to promote collaboration among people and encourage group participation in decisions and goal setting.

Anticipated start date of August 12, 2019. The assistantship requires a 20 hour/week commitment. Some weekend and evening hours will be required. The position will be renewable fall and spring semesters.

Stipend is expected to be $3,200 per semester and the position is available for a tuition stipend.

Interested persons should fill out an application, which includes a cover letter, resume, three references and unofficial transcripts.

Position is open until filled.

For questions or additional information, please call (316) 978-7003.