**VIKING UNION**

**EVENT SERVICES ASSISTANT**

**Viking Union Mission:**

*The Viking Union connects a dynamic and diverse campus community, providing welcoming and supportive spaces and activities that advance engagement in leadership, service, adventure, and celebration.*

***The Viking Union…Inspiring discovery and community at WWU***

**Position Overview:**

The Viking Union is a place where the campus community meets to share common interests, participate in activities, and socialize within a student-centered environment. Through our services, we strive to provide high quality resources and customer friendly assistance to the Associated Student programs and other users of our facility, as well as supporting campus wide space needs. The Event Services Assistant’s primary responsibilities include:

* Providing excellent customer service to the Viking Union clientele.
* Processing reservation requests through Event Management Software.
* Providing information concerning the policies of reserving space and outlining available services.
* Performing daily inspections to include the public area/conference rooms of the Viking Union.
* Responding to customer requests for day of event services: tables, chairs, audio visual and other event related equipment.
* Conducting weekly inspections of VU/AS Vehicles.
* Running and distributing daily and weekly EMS reports/Assist in daily filing.
* Assisting Reservations Coordinator with answering phone calls, addressing emails, and supporting the needs of in-office customers.
* Assisting Reservations Coordinator with Vehicle Billing.
* Providing occasional backup for the Day Custodian in their absence.
* Other duties as assigned.

**Required Qualifications:**

* Demonstrated effective interpersonal communications.
* Dependable, accountable, and thorough with an emphasis on attention to detail.
* Ability to work as part of a team and independently.
* Ability to work collaboratively with people of diverse backgrounds and opinions.
* Basic computer skills and experience with Word and Excel.
* Ability to lift 25 pounds with or without reasonable accommodation.
* Demonstrate a solid academic commitment by maintaining at least a 2.0 cumulative GPA and maintain a minimum of 6 credits for undergraduates and 4 credits for graduates throughout term of position.
* Ability to work collaboratively with people of diverse backgrounds and opinions

**Preferred Qualifications:**

* Experience providing excellent customer service.
* Experience with Outlook.
* Experience with scheduling software.
* Experience with event planning.
* At least three quarters remaining at WWU.
* Driver’s license active for over 2 years.

**Reports To:** VU Event Services Manager/VU Event Services Reservations Coordinator

**Work Schedule:** During theAcademic Year the position works 12- 19 hours per week, between the hours of 8am – 5pm Monday through Friday.

**Salary:** $12.00 per hour