

Iowa State Memorial Union Event Management Office Student Assistant

The Event Management Office (EMO) books all reservations for events held within the MU and central campus. EMO books over 14,000 requests per year including meetings and events, tables and booths, signboards, portable furnishings, banners, and donation boxes.

Duties and Responsibilities Include:

- Being the first point of contact for guests, answering phones, preparing email correspondence, assisting with reservations, giving directions, checking out equipment, and running daily reports
- Providing excellent customer service to internal and external customers
- Processing space requests, confirming space availability, reserving booths, tables/chairs and signboards for student organizations
- Assisting the full time staff with various event planning tasks including holding rooms, creating diagrams, and adding setup details
- Working closely with ISU Catering, Building Managers & setup crews, and other Memorial Union staff to communicate details about the events
- Attending staff meetings and providing feedback on policies and procedures
- Maintaining contact with the customers throughout their event planning process, and act as the day-of facility coordinator for their event
- Leading tours of the space to interested customers and answer questions about the venue

Best Candidates Have:

- Excellent customer service skills, both in person and over the phone
- Excellent written and oral communication skills
- High attention to detail & ability to manage multiple ongoing tasks
- Ability to work independently and in a team environment
- Embraces the diverse campus community
- Previous event planning or coordinating experience highly desired
- Experience with reservation software and/or diagramming software

Positions and Compensation

- 2-3 positions – ongoing
- Hourly wage beginning at \$7.50
- Start date: As soon as possible, must be available over the summer
- Must work between 10-20 hours during the school year, up to 40 over breaks

Contact

Ashley Snyder, Event Management Manager
Iowa State Memorial Union
3630 Memorial Union
2229 Lincoln Way
Ames, IA 50011
snydera@iastate.edu