University of Connecticut
Student Union
Event Planning Coordinator, Student Assistant

Position Overview:
Under the supervision of and reporting to the Student Union Event Coordinator, the Assistant to the Event Coordinator will support the Event Coordinator in their responsibility to advise and assist customers in planning and managing their events.

Position Responsibilities:
- Responsible for enforcing all Department, University, and related policies and procedures in matters related to the Student Union
- Supports an environment that encourages, values, and delivers outstanding customer services
- Provides administrative support to Event Coordinator(s):
  - Enters room reservation details in the Event Management System (EMS)
  - Assists with maintaining Event Services Office reservations
  - Creates room diagrams using diagramming software
  - Answers customer questions regarding the reservation process
  - Arranges/Schedules event planning meetings between customers and the Event Coordinator(s)
  - Completes reservation process for small events in event spaces such as Hawley Armory, Academic Classrooms and Residence Life
  - Maintains event space physical and electronic files (including the Event Management System) to include up-to-date photos, measurements, and fire compliance details
- Assists with the data collection and analysis of the customer satisfaction surveys
- Assists with Student Union special events such as the annual Duck Hunt and Halloween activities
- Attends meetings and training sessions as required
- Perform related duties and projects as required

Minimum Requirements:
- Must be able to work during regular business hours (Monday – Friday, 8am-5pm) during the academic year
- Basic knowledge of Microsoft Word
- Excellent oral, written, and interpersonal skills
- Highly motivated and willing to learn
- Ability to respect the rights and privileges of others and to demonstrate civility in order to foster an inclusive community
- Available to work a minimum of 8-hours per week

Preferred Requirements:
- Previous customer service experience
- Previous experience in a similar administrative support position
- Basic knowledge of Microsoft Office Applications, including Office 365 (specifically, Microsoft Outlook and Excel) and Microsoft Teams
- Experience in a Student Union or equivalent environment, or in a high-volume customer service environment

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