Position Overview:
Under the supervision of and reporting to the Event Production Coordinator, the Event Production Assistant provides administrative and operational support for the Event Production Coordinator, Event Services student staff, and 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
- Review EMS (Event Management Software) reports and Meeting Matrix diagrams in detail for accuracy
- Schedule client meetings with the Event Production Coordinator
- Answer client questions about reservation process, as well as general UGuide and other event-related policies
- Input event details into EMS and create room diagrams as needed
- Create an updated schedule template for shifts in When to Work for Event Managers and Event Monitors based on event needs, in preparation for shift assignment by the Event Production Coordinator
- Assist with other tasks as assigned

Minimum Requirements:
- Excellent oral, written, and interpersonal skills
- Strong attention to detail
- Highly motivated and willing to learn
- Basic knowledge of Microsoft Word and Microsoft Excel
- Ability to respect the rights and privileges of others and to demonstrate civility in order to foster an inclusive community

Preferred Requirements:
- Ability to work a minimum of 8 hours per week
- Basic customer service experience
- Previous experience in a Student Union Event Services position
- Demonstrated experience with EMS or equivalent event scheduling/management software
- Experience in a Student Union or equivalent environment
- Basic knowledge of Microsoft Outlook, Microsoft PowerPoint, and Microsoft Teams