



FLASH Job Description

Freshman Learners Acquiring Skills in Higher Education

Position: Student Operations Team (SOT)

The Student Operations Team Member is responsible for coordinating and executing event setup, breakdown, and day-of needs for events in the Smith Memorial Student Union (SMSU), Viking Pavilion (VP), and Hoffman Hall. This role involves providing exceptional customer service to guests and ensuring the smooth operation of events by adhering to building policies and procedures. SOTs are stewards of SMSU. They are responsible for opening and closing Smith, and conducting walkthroughs of the building ensuring there are no visible maintenance, custodial, or security issues. The SOTs will carry out their duties with a friendly, professional, and courteous approach and will report directly to the Event Operations & Logistics Coordinator.

Position's professional growth prospects – Operations Team Members interested in leadership have two opportunities to grow.

1. Team Lead- They are responsible for each shift they are on. They are given a leadership role to develop those skills and be responsible for other students.
2. Operations Assistant- They manage all other students and have shown a leadership pattern and skills necessary to complete this job.

Number of positions available: 3

Job Location: Smith Memorial Student Union, Viking Pavilion, and Hoffmann Hall

Hours: 5-20 hours/week. 6:30 a.m. – 11 p.m. Monday – Sunday.

Pay Rate: \$15.95/hour

PSU Department: Campus Events & Student Union

Campus Events and Student Union are committed to providing outstanding hospitality and service to clients and guests.

Specific Job Duties and Responsibilities

- Execute the proper setup of tables, chairs, and other equipment for events in the SMSU, VP, and Hoffman Hall.
- Inform guests about the locations of restrooms, meeting rooms, elevators, exits, or any other queries that may arise during events.
- Provide friendly and professional customer service to both internal and external clientele.
- Ensure proper safety procedures are followed before, during, and after events.

- Conduct hourly perimeter checks to inspect safety, security, and general cleanliness of the buildings.
- Enforce building regulations and policies to maintain a secure and orderly environment.
- Maintain accurate records, logs, and inventories to communicate event, equipment, maintenance, or staffing feedback to the Event Operations & Logistics Coordinator.
- Perform light housekeeping tasks, including but not limited to sweeping, mopping, removing trash, dusting, and wiping down event equipment.
- Arrive on time and execute assigned tasks efficiently and effectively.
- Communicate effectively and respectfully, acknowledging and celebrating individual differences in beliefs, behaviors, orientations, identities, and cultural backgrounds.
- Adhere to all PSU policies, including Preventing Harassment and Discrimination and Professional Standards of Conduct.
- Assess situations and make proper decisions independently or involve pro staff to provide support as needed.
- Take initiative and develop leadership skills within the team.
- Maintain a calm, kind, and effective communication style with co-workers, pro-staff, and event guests.
- Be knowledgeable about building layouts, event procedures, and event setups and equipment.
- Keep event equipment and storage areas clean and organized.
- Report maintenance and custodial issues to the Event Operation & Logistics Coordinator promptly.

Minimum Qualifications

- Strong verbal and interpersonal communication skills and ability to multitask
- Must be able to move tables, chairs and other things 25 lbs or more and be on your feet for extended periods