

## 2018-2019 Student Involvement Event Specialist Job Description (Student Assistant II)

Housed within the L.P. Young Student Center at Keene State College, the Office of Student Involvement (SI) encompasses Student Activities and Organizations, Student Leadership, Fraternity and Sorority Life, Community Service, and the L.P. Young Student Center operations. SI is located on the third floor of the Student Center. Programs from SI are intentionally designed to provide students with various opportunities to engage in the campus community and beyond. SI programs enrich the student experience while promoting holistic student development, thus leading to student retention and satisfaction.

SI employs highly motivated and engaged students to carry out a variety of functions and responsibilities. The Student Center and SI serve as co-curricular learning environments where students will be challenged to grow and improve skillsets related to leadership, working environments, and event planning and execution.

The Event Specialist will be responsible for: developing, coordinating, and managing all programmatic and events efforts; maintaining social media accounts; and providing exceptional customer service to all members and visitors of Keene State College and the L.P. Young Student Center. The successful candidate for this role will complete work for the programmatic areas for Student Activities and Community Service.

**Learning Outcomes.** As a learning environment, the Office of Student Involvement and L.P. Young Student Center are committed to identifying specific learning outcomes for students who engage in student leadership and employment. The following learning outcomes have been identified for this role.

As a result of fully engaging in this role, the successful candidate will be able to:

- Models excellent professional behavior and service to others.
- Articulates personal strengths and areas for improvement.
- Clearly communicates expectations for self and others.
- Employs sound decision-making in making best choices for programs, SI, and the Student Center.
- Displays appreciation and understanding of difference and value for others.
- Articulates to peers, staff, faculty, and community partners the value of student involvement in higher education.
- Articulates the role of SI and the Student Center within the KSC community.
- Demonstrates accountability for personal and professional behaviors and responsibilities.
- Identifies areas for improved sustainability in programs: financial, operational, and environmental.
- Demonstrates commitment to modeling KSC values and learning outcomes.

**Responsibilities.** *Please note that this is a representative list of job responsibilities and functions and is not intended to be all-inclusive. You may be asked at various times to perform other similar job functions at the discretion of the Coordinators of Community Service and/or Student Activities and Organizations.*

### Customer Service

- Provides an outstanding customer service experience for all members and visitors of Keene State College and the L.P. Young Student Center as an integral member of the SI team.
- Maintains a safe, clean, and organized environment (including office and event settings).
- Participates in Student Involvement and Student Center activities as needed.
- Supports recruitment and retention efforts related to SI and Student Center programs.
- Presents a positive and professional image when representing programs and departments.

### **Teamwork**

- Serves as liaison between Coordinator of Community Service and SI and constituents including prospective students, current students, faculty, staff, alumni, community partners and guests.
- Represents Community Service, Student Activities, and KSC at external/internal meetings and events.
- Delivers presentations to classes, residence halls, and other groups as requested.
- Follows instructions of supervisor (or the supervisor's designee in their absence).
- Communicates effectively with customers, vendors, team, and all College and legal officials.
- Maintains a positive, upbeat, inclusive attitude and approach with all people.

### **Performance**

- Plans and implements Community Service and Student Activities events including but not limited to: blood drives, Green Up Keene, Hunger and Homelessness Awareness Week, After Hours Late Night Programs, NOC bingo, NOC trivia, open mic nights, and other similar NOCGR programs.
- Creates opportunities for students to learn about relevant social issues.
- Coordinates with vendors and campus departments to request agreements/ensure needs are met.
- Develops and maintains event documentation such as liability waivers, sign-up/in sheets, publicity/marketing materials, medical forms, transaction forms, and related paperwork.
- In coordination with supervisors, develops and maintains event assessments and related data.

### **Self-Management**

- Understands details of job description and the demands of the role.
- Seeks clarification from supervisors when needed.
- Performs multitasking in a variably paced environment.
- Looks for opportunities to improve knowledge and skills within job responsibilities.
- Operates effectively with little to no constant supervision.
- Incorporates new knowledge and skills from classes and trainings into work practices.
- Makes programmatic-related decisions in the absence of the supervisor.
- Provides regular, accurate, and consistent feedback to supervisor regarding programs.
- Maintains a personal schedule, making adjustments as needed, to manage projects, goals, and time.
- Accepts constructive feedback and incorporates it into workplace behaviors.

### **Leadership**

- Demonstrates willingness to take risks through creatively solving problems and challenges.
- Employs sound decision-making when precedent/prior experience does not exist.
- Develops and achieves short- and long-term personal and professional goals.
- Collaborates effectively with peers, staff, faculty, and community partners to achieve goals and empower others.
- Maintains working knowledge of relevant SI, Student Center, and KSC policies, procedures, and guidelines.

### **Essential Functions.**

- Ability, on a consistent basis, to lift, move, and empty containers weighing up to 60 pounds.

- Ability, on a consistent basis, to move self and objects for a minimum of 3 hours without rest.
- Ability, on a consistent basis, to use computers, including typing and viewing screens.
- Ability, on a consistent basis, to maintain positive and communicative engagements with a diverse customer base (including speaking and listening).

### **Supervision.**

The SI Event Specialist reports directly to the Coordinator of Community Service and Coordinator of Student Activities and Organizations. The successful candidate will adhere to all local, state, and federal laws, as well as all College policies and procedures.

### **Salary.**

7.55 per hour, with annual increases thereafter.

### **Hours.**

The Office of Student Involvement operates Monday through Friday from 8AM until 430PM during the academic year. The L.P. Young Student Center operates Monday through Friday 7AM until 12AM. The Night Owl Café and Game Room operates Monday through Thursday 11AM-3PM and 7PM-11PM and Thursday through Sunday from 3PM-11PM. After Hours Late Night Programs operates the first Friday, second Saturday, and third Thursday from 8PM until 12AM. There will be few exceptions to this timeframe, including staff development and College closings, breaks, and observed holidays. The SI Event Specialist may work between 10-20 hours per week/flexible, depending on the SI Event Specialist's availability and the needs of the facilities and programs. The SI Event Specialist must be willing to work nights and/or weekends as the schedule may require. Occasionally, the SI Event Specialist may need to work other related events with minimum 48 hours' notice to ensure the continued flow of service in the facility. Additionally, the SI Event Specialist must attend biweekly meetings with the supervisors. All staff meetings and trainings are paid time.

### **Contact Information.**

Email a current résumé, two references, and current Federal Work Study status to:  
 Jessica Gagne Cloutier, Coordinator of Community Service (jcloutier1@keene.edu) or  
 Britany Gallagher, Coordinator of Student Activities and Organizations (britany.gallagher@keene.edu).

### **Reasonable Accommodations Statement.**

It is the philosophy of the Office of Student Involvement and L.P. Young Student Center to be an open space for all students. As such, if you require reasonable accommodations to perform the functions of this position, please contact the Coordinator of Community Service or Coordinator of Student Activities and Organizations. The Coordinators will work with the Office of Disability Services (ODS) to provide such accommodations to you. ODS is located on the first floor of the Elliot Center (603-358-2353).

### **Keene State College Non-Discrimination Statement.**

All persons shall have equal access to the College's programs, facilities, and employment without regard to race, color, religion, sex, age, national origin, sexual orientation, gender identity, gender expression, marital status, veteran's status, or disability. No member of the campus community may engage in behavior within the jurisdiction of the College that unjustly interferes with any individual's required tasks, career opportunities, learning, or participation in campus life. All members of the campus community share responsibility for preventing and reporting discrimination and harassment, cooperating in any investigation which might result, and maintaining confidentiality.