

## **Skutt and Harper Centers Student Employee Job Descriptions**

**Title:** Building Support Team (BST)

**Supervisor:** Event Services Manager

### **General Description:**

The Building Support Team member is a part-time student employee. He/she works independently and alongside the Skutt Student Center and Harper Center staff to complete facility opening/closing and event services. The ideal candidate would be hard working, has a positive attitude, has strong leadership skills but can also follow instruction, and is willing to go above and beyond what is asked of them.

### **Pre-Requisites:**

1. Enrollment at Creighton University
2. Flexible work schedule to include working late nights, weekends and, at times, holidays.
3. A cumulative GPA of 2.0 or higher
4. Completion of Building Support Team training program

### **Duties and Responsibilities:**

1. Open/Close Skutt and Harper Centers.
2. Unlock doors and greet clients before their event time to provide the best possible service
3. Understand the reports, diagrams, and be able to use this information to accurately complete setups.
4. Understand the Desk Support position well enough to cover for them at times.
5. Move, clean, set-up and teardown event equipment and furnishings.
6. Attend events and provide logistical, housekeeping and/or production needs.
7. Set, manage and maintain audio visual equipment.
8. Review all event spaces daily to include set-up, equipment operation; making alterations and quality assurance outlined in the C4 program (Clean, Clear, Customize, Condition).
9. Report damages of equipment and spaces to manager on duty.
10. Locking doors after events are over and properly secure building and rooms at night.
11. Attend monthly employee meetings.
12. Execute emergency procedures when necessary.
13. Carry BST phone and keys at all times
14. Be available at all times during a shift and make yourself appear approachable
15. Reference and complete shift notes throughout shifts.
16. Set up replacing BST shifts up for success.

**Expectations:**

1. Flexibility is very important as building hours change due to events and the academic calendar.
2. Check in with the manager at the beginning of and end of every shift.
3. Be on time for every shift, give plenty of notice when expected to be late or sick and seek additional coverage from team members.
4. Know and adhere to Skutt Student Center and Harper Center policies and procedures
5. Be responsible and fulfill duties under minimum supervision
6. Be an expert with setup styles, audio visual and sound equipment
7. Be organized, enthusiastic and possess excellent communication skills
8. Proactively plan and seek additional work to complete during down time

**Knowledge, Skills, and Abilities:**

1. Be able to grasp, bend, stoop, reach, lift up to 60lbs, and stand for long periods of time.
2. Be able to keep up with a fast pace environment.
3. Refined customer service, time management, and communication skills.
4. Ability to work independently.