



University of Connecticut

Student Union Event Monitor

Position Description:

Under the supervision of and reporting to the Event Production Coordinator, the Event Monitor provides support to the Event Services Office through various duties and responsibilities, including supporting events in the Student Union and in academic buildings.

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
- Shifts will be a combination of regularly assigned shifts and specifically assigned event shifts based on a variable event schedule
- The Event Monitor will follow the direction of the Event Managers for event-specific tasks as needed, and the Event Monitor will follow the direction of the Building Manager when the immediate supervisor is not present in the building

Academic Classroom Monitor Role-Specific Responsibilities

- Create/Customize an EMS student organization academic classroom reservation report and use to check utilization
- Note physical hazards and issues and submit a work order through the Facilities application (Ex. graffiti, broken windows, a sheet of ice on the stairs, etc.)
- Contact emergency personnel for any emergencies they may encounter
- Create and submit and end of shift report

Theater Usher Role-Specific Responsibilities

- Greet and welcome patrons, offering directions and assistance for programs/events

- During the program, monitor the exiting/entry of patrons for capacity and/or ticketing purposes
- Make sure all customers are being respectful (i.e. not being loud) during the program
- Between programs or movie showings in the theatre, help clear and clean the theatre
- Create and submit an end of shift report

Minimum Requirements:

- Ability to follow the directions of peer leaders/student managers
- Must be able to navigate to all spaces reserved by the Student Union, including, but not limited to, Student Union spaces, Academic Classroom spaces, Outdoor spaces, Residential Life spaces, and Hawley Armory spaces
- 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 to foster an inclusive community
- Flexible schedule availability, including nights and weekends

Preferred Requirements:

- Basic customer service experience
- Experience in a Student Union or equivalent environment