

# The University of Texas at San Antonio

## *Job Description*

---

Job Title: Event Service Specialist  
Code: 18373  
Salary Grade: 55  
FLSA Status: Non-Exempt  
Department/Division: Job available in different departments/divisions  
Reports To: In accordance with specific departmental policies

---

## *Summary*

- Function: Provide full service support to university departments, student organizations, faculty, staff, and outside agencies in regard event planning and scheduling.
- Scope: Responsible for overseeing a wide-range of general and/or specialized administrative duties in department support

## *Duties*

- Typical:
  1. Provide customer service to clients answering telephones calls, greeting customers, and providing events pricing, direction or general university and event-related information
  2. Serves as an initial resource to customers and vendors and corresponds with them independently.
  3. Handles confidential and sensitive issues related to specific university events.
  4. Uses analytical skills and appropriate resource to resolve customer request.
  5. Provides accurate pricing information based on event category. Sets up new accounts, maintains records, and prepares reports.
  6. Performs general administrative support task such as scheduling appointments, completing reservation, support external event clientele.
  7. Maintains supplies necessary for event set up including sign printing material.
  8. Coordinate tours for events space.
  9. Serves as liaison prior to, during and after events
  10. Established and maintain relationships with clients, vendors and community patterns.
  11. Performs other duties as assigned.

- Periodic:
  1. Ensures sufficient support personnel are trained and available.

***Education***

<b>Required</b>	<b>Preferred</b>
High School diploma or GED.	Associate's Degree in a related field.

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Criminal Background Check (CBC)  Ability to work effectively with diverse individuals and groups, on and off campus. Excellent communication, organizational and interpersonal skills.  Excellent planning skills and initiative. Proven ability to handle multiple tasks such as walk-ins, phone calls, emails, daily and extended projects.	N/A

***Experience***

<b>Required</b>	<b>Preferred</b>
One year of experience in events management or customer service operations.	Two years of experience in events management or customer service in a multi-purpose public assembly facility, retail sales supervision, higher education institution, events and project operations

***Equipment***

<b>Required</b>	<b>Possible</b>
General knowledge of audiovisual equipment, space usage, and applicable equipment related to event facilities.  Personal computers, events management scheduling and setup software, filing systems and standard office equipment.	Two-way radios and inventory systems.  Knowledge of all Microsoft Office software. Experience in R25 or similar event scheduling software.

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Multi-faceted, fast paced work environment which values teamwork. Requires some evening and weekend hours.	

***Supervision***

<b>Received</b>	<b>Given</b>
Receives general supervision from reports to supervisor.	General supervision of student workers in maintaining work flow progress and quality.

***Accuracy***

Proficiency in all phases of the duties performed.
--

***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.
---

***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.
---