CAMPUS ACTIVITIES
AND EVENTS

STUDENT EMPLOYMENT
INFORMATION

Campus Activities and Events
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Why Do We Hire Student Employees?

Campus Activities and Events is a student driven department. We are very proud of the work ethic and professionalism of the students who are employed in our department. We love to hire student employees because:

- You are the face of Clemson University
- You know what students feel and need better than anyone else.
- You are dedicated, energetic, and represent our university so well.
Who Is a Student Employee?

At Campus Activities and Events, we value student employees.

A student employee is defined as:
- Enrolled at Clemson University on either a full time or part-time basis. If working during the holidays or summer, the student must be returning the following semester.
- Primarily pursing either an undergraduate or graduate degree at Clemson University.
- A student in good standing with Clemson University with a minimum GPA of 2.0.

Students employed through Campus Activities and Events:
- Do not accrue sick leave or vacation time.
- Do not receive additional pay for holidays.
- Are compensated only for hours worked.
- Should work only during normal department business hours (although exceptions could be made, as to help with special events, as long as a supervisor can verify that hours turned in on a time sheet were actually worked).
- Are covered under Worker’s Compensation for job related injuries.
- Cannot work more than 28 hours combined per work for Clemson University.
Hiring Process

1. The student must first submit an application and all of the necessary identification documents (CU ID, Driver’s License, and signed Social Security card). If the student is interested in Venue Operations jobs, they must also submit a class schedule and resume.

   *Note: We do not permit the submission of passports or other identification items in the place of a social security card.*

2. The students will be entered into Vencidi, where they will need to sign up for a call to show their intent to work in our department. A student manager will request to hire them in Vencidi and our Coordinator of Payroll and Hiring will be prompted to hire them.

   *Note: All applicants in our department are added to Vencidi and will be hired for Event jobs as part of their hiring process. If a student is interested in Venue Operation, jobs, a formal interview will have to be set up by the area supervisor.*

3. The student will than receive an email rom Human Resources explaining how to setup their direct deposit information.

   *Note: Unless the student has received this email, they will not be able to set up their direct deposit.*

4. The student will need to sign up for and attend an Employee Orientation session.

   *Note: Participation in an Employee Orientation workshop is mandatory in order to be eligible for employment in our department. New hires have to attend Employee Orientation within TWO months of getting hired.*

5. The student will also have to attend an area specific training for each area that they work in.
Regular Scheduled Jobs vs. Event Jobs

Clemson University students have the opportunity to apply for regular scheduled jobs within Campus Activities and Events as well as event jobs. Both areas of the staffing model offer students great opportunities for learning and advancing into managerial roles.

**Event Jobs:**
Event Jobs are those that are created specifically for an individual event. These jobs offer student employees the opportunity to sign up for and work schedules on an event-by-event basis. The responsibilities include everything from talking to clients, costing events, building stages, setting up event spaces, rigging light sets, running sound boards, coordinating dressing rooms, catering for crews, selling the ticket to ushering guests to their seats. We do it all! The jobs are separated into three crews: Event Operations, Guest Relations, and Production. The best way to get chosen to work a crew is to go specific trainings which are offered a couple of times each semester.

**Regular Scheduled Jobs**
Regular Scheduled jobs have regular schedules and offer student employees set schedules within Campus Activities and Events venues and areas that are set based on each student’s availability each semester. These jobs require area specific interviews and trainings. Venue operations staff does everything from answering questions at the Hub, selling tickets day to day, changing over meeting spaces between events, delivering confidential mail, running A/V equipment, maintaining inventory, to special projects like painting stairs and rebuilding chairs and tables— all while providing excellent customer service.
Wages

Clemson University is on a semi-monthly pay schedule. This means that we will be paid twice each month on every 15th and on the last day of each month through direct deposit, using beginning two pay periods after their first shift.

Example:
If an employee works from the 1st—14th of August, the payroll with be processed the 16th-23rd and paid on 31st. Based on the Affordable Care Act, no student employee of Clemson University is permitted to work more than 28 hours per work at any job or combination of jobs at Clemson University.

<table>
<thead>
<tr>
<th>Regular Scheduled and Non-Ticketed Events Employees</th>
<th>Ticketed Events Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Title/Years of Employment</strong></td>
<td><strong>Wages</strong></td>
</tr>
<tr>
<td>1st Year Employee</td>
<td>$7.50</td>
</tr>
<tr>
<td>2nd Year Employee</td>
<td>$7.25</td>
</tr>
<tr>
<td>3+ Event Employee, Manager in Training</td>
<td>$8.00</td>
</tr>
<tr>
<td>1st Year Manager</td>
<td>$8.25</td>
</tr>
<tr>
<td>2nd Year Manager</td>
<td>$8.50</td>
</tr>
<tr>
<td>3+ Year Manager +</td>
<td>$8.75</td>
</tr>
</tbody>
</table>
Event Job Descriptions

Event Operations
The Event Operations crew is responsible for much of the behind the scenes action. Some days it will be a simple set up and other days it may be a large event that requires time and efficiency.

Guest Relations
Guest relations is a multi-faceted crew that serves a wide range of events from taking tickets and ushering guests to a seat at concerts, to manning exit doors and information booths at jobs/vendor fairs, to greeting University guests at a banquet. This staff is also responsible for making sure our clients have a pleasant “stay” at our venues.

Production
Production worker are responsible for loading and unloading equipment for our events, setting up the equipment and operating sound and lights during events.

Knowledge/Skills Preferred:
- Must demonstrate competence in the following areas: organizational skills, communication skills, A/V and technical skills, interpersonal skills, computer skills, and the ability to relate to students, faculty, staff, and visitors.

Mental Demands Required:
- Ability to prioritize, multi-task, organize, and maintain excellent records, and documents.
- Ability to keep all information confidential and carry out all duties in an impartial manner.

Physical Demands Required:
- This position will involve on-site event coordinating including, but not limited to; hauling and setting up equipment and furniture, adjusting set-up to meet event and client needs, advising clients on best practices and university policies, etc. Candidate must be able to lift up to 50 lbs, climb stairs and perform basic manual set up tasks as needed.
Accounts Receivable Assistant

Job Purpose: To assist with the reservation requests, confirmations and billing for events hosted in venues managed or serviced by Campus Activities and Events.

Essential Functions:
- Maintains Event Management System current and updated including, but not limited to, billing rates, room specifications, inventory, client types and client database.
- Works under the direction of full-time staff to verify all Reservation Request forms, technical staff notes and client communications post-event for billing purposes.
- Prepares invoices for all events and reservations.
- Has direct, verbal and electronic contact with clients regarding billing and invoicing.
- Maintains an open and detailed line of communication with the Technical and Hub Staff in order to better serve the client and reduce customer questions and concerns during billing process.
- Supervise Day-of-Show office management.
- Coordinate and oversee crews for merchandise sales at events.
- Maintain accurate and orderly files and records following all systems and protocols.
- Helps to develop system efficiencies and provide feedback for training.

Time Commitment:
- 25-30 standard hours per week, scheduled via supervisor.
- Must also be able to work all ticketed events, many on nights and/or weekends, unless class schedules conflict.

Intended Major End Results:
This job will provide experiential learning experiences that coincide with the general education competencies of mathematics, communication, ethical judgment, and critical thinking at Clemson University.

MINIMUM REQUIREMENTS AND PREFERRED SKILLS:

Knowledge/Skills Preferred:
- Communication skills
- Organizational and time management skills
- Customer service skills
- Vast experience with Microsoft software including but not limited to Excel, Word, PowerPoint, etc.
- Knowledge of EMS (software system) a plus, however, training will be offered
- Basic understanding of accounting process and cash accounting

Minimum Requirements:
- Student in good standing at Clemson University. Minimum GPA 2.5.

Mental Demands Required:
- Ability to prioritize, multi-task and work under pressure.
- Ability to keep all information confidential and carry out all duties in an impartial manner.

Physical Demands Required:
- This position will mostly involve desk work; however, on site event planning as well as event production may be required. Candidate must be able to live up to 50 lbs., climb stairs and perform basic manual set up tasks as needed.
Campus Activities and Events Courier

**Job Purpose:** To assist with pick-up and delivery of Campus Activities and Events mail and paperwork, deliver packages to various campus areas, assist with Campus Activities and Events banner and flyer management, assist with office filing, and provide additional assistance as needed.

**Essential Functions:**
- Use utility cart or other Campus Activities and Events vehicle to take mail to and from Hendrix Student Center.
- Deliver financial paperwork to University Union and any hiring/financial paperwork to Administrative Services Building.
- Responsible for being familiar with posting policies and checking all bulletin boards in Hendrix Student Center and University Union for any flyers or banners that should be removed.
- Responsible for hanging banners at Hendrix Student Center and University Union.
- Responsible for distributing fliers for Campus Activities and Events events on all campus approved bulletin boards.
- Other campus errands as needed.
- Be familiar with and assist in distributing mail for all departments housed at Hendrix Student Center.
- Filing paperwork such as Hub reservation forms and time sheets.
- Other duties as assigned.

**Intended Major End Results:**
This job will provide experiential learning experiences that coincide with the general education competencies of communication and ethical judgment at Clemson University.

**Time Commitment:**
- 10-15 standard hours per week, scheduled via supervisor.
- Must be able to work every weekday except for university holidays.
- Must be able to work when students are away during academic breaks.
- Must have at least two semesters left on campus.

**MINIMUM REQUIREMENTS AND PREFERRED SKILLS:**

**Knowledge/Skills Preferred:**
- Communication skills
- Organizational and time management skills

**Minimum Requirements:**
- Student in good standing at Clemson University. Minimum GPA 2.5.

**Mental Demands Required:**
- Ability to prioritize, multi-task and work under pressure.
- Ability to keep all information confidential and carry out all duties in an impartial manner.
- Ability to organize and effectively deliver many important and time-sensitive documents.

**Physical Demands Required:**
- Candidate must be able to lift up to 50 lbs., climb stairs, maintain a valid driver's license, and perform basic manual set up tasks as needed.
Guest Relations Manager

Job Purpose: To assist with the staffing and customer service for events hosted in venues managed or serviced by Campus Activities and Events primarily focused on events at Tillman Auditorium.

Essential Functions:
- Coordinates all staffing of ushers, guest services positions and t-shirt security as needed for events.
- Recruits, trains and supervises student Guest Relations crew.
- Liaison to CUPD, T-shirt security and all contracted service providers.
- Discusses signage needs and helps coordinate and place on day-of events.
- Inventories GR materials including shirts, fleece, flashlights, etc.
- Determine crew needs for events, create crew calls, and send out reminder/informational e-mails.
- Assists in preparing briefings for events and actively participate on day-of.
- Completes and turn in all payroll for events.
- Prepares post event notes for all events.
- Maintains the Lost and Found items bin – update list and distribute emails when needed.
- Assists with special projects as needed.

Intended Major End Results:
This job will provide experiential learning experiences that coincide with the general education competencies of communication, ethical judgment, and critical thinking at Clemson University.

Time Commitment:
- 20-28 standard hours per week, scheduled via supervisor.
- Must be able to return to campus one week prior to the start of fall semester, as well as be available to work homecoming week and football game weekends.
- Must be able to serve at least one academic year.

MINIMUM REQUIREMENTS AND PREFERRED SKILLS:
Knowledge/Skills Preferred:
- Communication skills
- Organizational and time management skills
- Customer service skills
- Vast experience with Microsoft software including but not limited to Excel, Word, PowerPoint, etc.

Minimum Requirements:
- Student in good standing at Clemson University. Minimum GPA 2.5.

Mental Demands Required:
- Ability to prioritize, multi-task and work under pressure.
- Ability to keep all information confidential and carry out all duties in an impartial manner.

Physical Demands Required:
- This position will mostly involve desk work; however, on site event planning and as well as event production may be required. Candidate must be able to lift up to 50 lbs., climb stairs and perform basic manual set up tasks as needed.
Event Specialist

**Job Purpose:** This is a non-supervisory management position assisting with the scheduling and logistics planning of events hosted in venues managed or serviced by Campus Activities and Events. Events are primarily those that need additional planning and assistance but do not necessarily require an event planner.

**Essential Functions:**
- Works under the direction of professional staff to schedule customer meetings, enter event set-up notes into the scheduling software, produce event maps, and secure required forms for each assigned event.
- Serve as coordinator for all basic non-affiliated customer reservations, including contract executions and obtaining liability insurance from customer.
- Contact certain customers to determine if an event planner is needed.
- Assist front desk with questions when supervisory managers are not available.
- Maintain accurate and orderly files and records following all systems and protocols.
- Assist with preparing cost quotes and invoices.
- Research, cost compare, and make purchase recommendations.
- Attend selected customer meetings and regular event staff meetings.
- Helps to develop system efficiencies.

**Intended Major End Results:**
This job will provide experiential learning experiences that coincide with the general education competencies of communication, ethical judgment, and critical thinking at Clemson University.

**Time Commitment:**
- 20 standard hours per week, scheduled via supervisor.

**MINIMUM REQUIREMENTS AND PREFERRED SKILLS:**

**Knowledge/Skills Preferred:**
- Communication Skills
- Organizational and time management skills
- Customer service skills
- Vast experiences with Microsoft software including but not limited to Excel, Word, PowerPoint etc.
- Knowledge of EMS (software system) a plus, however, training will be offered
- Basic understanding of accounting process

**Minimum Requirements:**
- Student in good standing at Clemson University. Minimum GPA 2.5.

**Mental Demands Required:**
- Ability to prioritize, multi-task, and work under pressure.
- Ability to keep all information confidential and carry out all duties in an impartial manner.

**Physical Demands Required:**
- This position will mostly involve desk work; however, on site event planning as well as event production may be required. Candidate must be able to lift up to 50 lbs., climb stairs and perform basic manual set up tasks as needed.
Guest Services Associate

**Job Purpose:** To assist with customer service, reservation requests, ticket sales, flier/banner approvals, and campus and community information and to provide ticketing services for ticketed events at venues managed or serviced by Campus Activities and Events.

**Essential Functions:**
- Works under the direction of student managers and professional staff to provide good customer service at reservations/info desk, ticket windows and on the telephones.
- Accurately process reservations requests and aid customers in completing necessary forms.
- Handle ticket transactions and provide upcoming event information.
- Keep accurate records of all finances during shifts (cash counts, register reports, credit card reports, etc.)
- Learn and enforce Campus Activities and Events policies including postings, banners, fliers, reservations, etc.
- Run sales reports.
- Keep offices clean and orderly and request additional office supplies when needed.

**Intended Major End Results:**
This job will provide experiential learning experiences that coincide with the general education competencies of communication, ethical judgment, and critical thinking at Clemson University.

**Time Commitment:**
- 10-15 standard hours per week, scheduled via supervisor.
- Must be able to work most or all ticketed events, many on nights and/or weekends, unless class schedules conflict upon supervisor's request.

**MINIMUM REQUIREMENTS AND PREFERRED SKILLS:**

**Knowledge/Skills Preferred:**
- Communication skills
- Organizational and time management skills
- Customer service skills
- Vast experience with Microsoft software including but not limited to Excel, Word, PowerPoint etc.
- Knowledge of EMS (software) a plus, however training will be offered
- Basic understanding of accounting process

**Minimum Requirements:**
- Student in good standing at Clemson University. Minimum GPA 2.5.
- Must have at least two semesters left on campus.
- Must be at least a second semester freshman.

**Mental Demands Required:**
- Ability to prioritize, multi-task, and work under pressure.
- Ability to keep all information confidential and carry out all duties in an impartial manner.

**Physical Demands Required:**
- This position will mostly involve desk work; however, on site event planning as well as event production may be required. Candidate must be able to lift up to 50 lbs., climb stairs and perform basic manual set up tasks as needed.
Hub Office Assistant

**Job Purpose:** To assist with office related tasks for the Campus Activities and Events Hub.

**Essential Functions:**
- Coordinate all aspects of Hub hiring and scheduling.
- Maintain employee contact sheets, write training agendas, take attendance during training, and assist in coordinating activities for training.
- Assist, appoint, and train desk staff members in mail distribution.
- Ensure a clean and organized office at Hendrix, monitor and maintain all office supplies at all offices, and make sure all reservations, ticketing, and posting approval filing is up-to-date.
- Maintain and update all Hub signage.
- Verify Kronos for all employees and ensure paperwork is submitted for all time corrections.
- Assist Coordinator of Client Services to include answering direct phone, maintaining calendar, etc.
- Write and distribute all posting violations.
- Maintain customer logs from Google Docs and ensure that all desk staff are participating.
- Coordinate birthdays, employee of the month announcements, Hub volunteer opportunities, and Hub team building activities.
- Maintain point system and send weekly point system reports to all staff.
- Ensure that all Campus Activities and Events paperwork and desk equipment is always available and working for desk staff.
- Other duties as assigned.

**Intended Major End Results:**
This job will provide experiential learning experiences that coincide with the general education competencies of communication, ethical judgment, and critical thinking at Clemson University.

**Time Commitment:**
- 20-25 standard hours per week, scheduled via supervisor.

**MINIMUM REQUIREMENTS AND PREFERRED SKILLS:**

**Knowledge/Skills Preferred:**
- Communication skills
- Organizational and time management skills
- Vast experience with Microsoft software including but not limited to Excel, Word, PowerPoint, etc.
- Knowledge of Ticketmaster and EMS (software) a plus, however, training will be offered

**Minimum Requirements:**
- Must be a student in good standing at Clemson University. Minimum GPA 2.5.

**Mental Demands Required:**
- Ability to prioritize, multi-task, organize, and maintain excellent records and documents.
- Ability to keep all information confidential and carry out all duties in an impartial manner.

**Physical Demands Required:**
- This position will mostly involve desk work; however, on site event planning as well as event production may be required. Candidate must be able to lift up to 50 lbs., climb stairs and perform basic manual set up tasks as needed.
Human Resources Assistant

Job Purpose: To assist with creating a more comprehensive, user-friendly, interactive student employment experience by maintaining the CA&E student employee handbook, guidelines and training materials, assisting with the hiring process and answering any questions students may have.

Essential Functions:
- Helps to develop system efficiencies and provide feedback for hiring process, training presentations, database management, timekeeping system and payroll process.
- Maintains the department student employee handbook, in addition to aiding research for development, improvement, and expansion of written department policies, procedures, and expectations of the department student employee handbook.
- Helps create and maintain the training materials, as well as assist with training presentations.
- Maintains an HR calendar including but not limited to all hiring deadlines, payroll deadlines, training schedules, on-boarding schedules, etc.
- Manage Vencidi member database and student employee files by continuously updating files and communicating with student employees to ensure accuracy of employee files.
- Maintain accurate and orderly files and records following all systems and protocols.

Intended Major End Results:
This job will provide experiential learning experiences that coincide with the general education competencies of communication, ethical judgement, critical thinking, and mathematics at Clemson University.

Time Commitment:
- 25-28 standard hours per week, scheduled via supervisor.

MINIMUM REQUIREMENTS AND PREFERRED SKILLS:

Knowledge/Skills Preferred:
- Communication Skills
- Organizational and time management skills
- Customer services skills
- Vast experiences with Microsoft software including but not limited to Excel, Word, PowerPoint, etc.
- Knowledge of Vencidi, Oracle, and Kronos a plus, however, training will be offered
- Familiarity with Campus Activities and Events objectives, goals, and practices

Minimum Requirements:
- Student in good standing with Clemson University. Minimum GPA 2.5.

Mental Demands Required:
- Ability to prioritize, multi-task, and work under pressure.
- Ability to keep all information confidential and carry out duties in an impartial manner.
- Ability to organize and effectively maintain many important and time-sensitive documents.

Physical Demands Required:
- This position will mostly involve desk work; however, on site event planning as well as event production may be required. Candidate must be able to lift up to 50 lbs., climb stairs, and perform basic manual set up tasks as needed.
Marketing Assistant

**Job Purpose:** To assist in the promotion of Campus Activities and Events venues, programs, events, and student employment opportunities.

**Essential Functions:**
- Actively seeks and helps coordinate creative opportunities to expand and enhance Campus Activities and Events’ exposure within the campus community and outside.
- Assists with the budgeting for, creation of, and distribution of marketing materials for Campus Activities and Events’ services, programs, and events. Maintains detailed files of active and inactive promotions, ads, etc. for the department.
- Maintains Campus Activities and Events’ social media profiles.
- Photographs and maintains images of programs, services, and events sponsored or managed by Campus Activities and Events.

**Intended Major End Results:**
This job will provide experiential learning experiences that coincide with the general education competencies of communication, ethical judgement, critical thinking, and mathematics at Clemson University.

**Time Commitment:**
- At least 10-15 standard hours per week, scheduled via supervisor.

**MINIMUM REQUIREMENTS AND PREFERRED SKILLS:**

**Knowledge/Skills Preferred:**
- Communication Skills
- Creative skills
- Organizational and time management skills
- Customer services skills
- Photography Skills
- Vast experiences with Microsoft and Adobe software including but not limited to Presenter, Word, PowerPoint, etc.
- Vast experiences with Adobe Software including but not limited to Photoshop, Illustrator, InDesign, etc.
- Familiarity with Campus Activities and Events objectives, goals, and practices

**Minimum Requirements:**
- Student in good standing with Clemson University. Minimum GPA 2.5.

**Mental Demands Required:**
- Ability to prioritize, multi-task, and work under pressure.
- Ability to keep all information confidential and carry out duties in an impartial manner.
- Ability to organize and effectively maintain many important and time-sensitive documents.

**Physical Demands Required:**
- This position will mostly involve desk work; however, on site event planning as well as event production may be required. Candidate must be able to lift up to 50 lbs., climb stairs, and perform basic manual set up tasks as needed.
Office Assistant

**Job Purpose:** To assist with office related tasks for the business office of Campus Activities and Events.

**Essential Functions:**
- Assist staff and students by providing accurate information regarding Campus Activities and Events and Clemson University by using sound judgement to make appropriate referrals
- Perform varied clerical duties such as filing, copying, running errands, answering the telephone, and assisting students
- Be familiar with the programs, services, policies, and procedures of Campus Activities and Events
- Assist with the coordination of the Campus Activities and Events' monthly newsletter, the Cave
- Coordinate birthdays, employee of the month announcements, TBB calendar, and manager meeting agendas.
- Ensure a clean and organized office at 210 Hendrix Student Center, in addition to monitoring and maintaining all office supplies
- Maintain uniform inventory by distributing and laundering uniforms
- Other duties as assigned.

**Intended Major End Results:**
This job will provide experiential learning experiences that coincide with the general education competencies of communication, ethical judgment, mathematics, and critical thinking at Clemson University.

**Time Commitment:**
- 10-15 standard hours per week, scheduled via supervisor.

**MINIMUM REQUIREMENTS AND PREFERRED SKILLS:**

**Knowledge/Skills Preferred:**
- Communication skills
- Organizational and time management skills
- Vast experience with Microsoft software including but not limited to Excel, Word, PowerPoint, etc.
- Knowledge of EMS (software) a plus, however, training will be offered

**Minimum Requirements:**
- Must be a student in good standing at Clemson University. Minimum GPA 2.5.

**Mental Demands Required:**
- Ability to prioritize, multi-task, organize, and maintain excellent records and documents.
- Ability to keep all information confidential and carry out all duties in an impartial manner.

**Physical Demands Required:**
- This position will mostly involve desk work; however, on site event planning as well as event production may be required. Candidate must be able to lift up to 50 lbs., climb stairs and perform basic manual set up tasks as needed.
Reservations Manager

**Job Purpose:** To assist with customer service, reservation requests, and confirmations and cost worksheets for events hosted in venues managed or serviced by Campus Activities and Events.

**Essential Functions:**
- Works under the direction of full-time staff to verify all reservation request forms for accuracy, thoroughness, appropriateness of request and enter information into the EMS system.
- Prepares cost quotes and confirmations for customers.
- Contact clients with any questions or concerns regarding the reservation to ensure that the client’s needs are met.
- Maintain an open and detailed line of communication with the technical and professional staff in order to keep them informed of special set up needs and/or changes.
- Ensure that front desk staff are following procedures and are adequately trained in all Campus Activities and Events Hub duties, including reservations, posting policies, information and ticketing.
- Organize meetings and inform students of changes to policies or procedures.
- Assist the front desk with customer service issues and work as front desk staff when needed.
- Maintain accurate and orderly files and records following all systems and protocols.
- Helps to develop system efficiencies and provide feedback for training.
- Be thoroughly cross-trained in ticketing and reservations specialist duties.

**Intended Major End Results:**
This job will provide experiential learning experiences that coincide with the general education competencies of communication, ethical judgment, and critical thinking at Clemson University.

**Time Commitment:**
- 20 standard hours per week, scheduled via supervisor.

**MINIMUM REQUIREMENTS AND PREFERRED SKILLS:**

**Knowledge/Skills Preferred:**
- Communication skills
- Organizational and time management skills
- Customer service skills
- Vast experience with Microsoft software including but not limited to Excel, Word, PowerPoint, etc.
- Knowledge of EMS (software system) a plus, however, training will be offered
- Basic understanding of accounting process

**Minimum Requirements:**
- Student in good standing at Clemson University. Minimum GPA 2.5.

**Mental Demands Required:**
- Ability to prioritize, multi-task and work under pressure.
- Ability to keep all information confidential and carry out all duties in an impartial manner.

**Physical Demands Required:**
- This position will mostly involve desk work; however, on-site event planning as well as event production may be required. Candidate must be able to lift up to 50 lbs., climb stairs and perform basic manual set-up tasks as needed.
Student Event Coordinator

**Job Purpose:** To assist with the scheduling and logistics management of events hosted in venues managed or serviced by Campus Activities and Events.

**Essential Functions:**
- Works under the direction of full-time staff to schedule customer meetings, enter event set-up notes into the scheduling software, produce event maps, and secure required forms for each assigned event.
- Maintain accurate and orderly files and records following all systems and protocols.
- Assist with preparing cost quotes and invoices.
- Research, cost compare and make purchase recommendations.
- Attend selected customer meetings and regular event staff meetings.
- Takes minutes as needed and prepares them for distribution.
- Helps to develop system efficiencies.
- Research and present best practices of internal event planning and management processes utilized by other organizations including college unions, conference centers, hotels, etc.
- Work with Campus Activities and Events event team to develop and implement internal expectations, time lines and checklists to be utilized by our students and staff to coordinate all event planning practices.
- Create all supporting philosophical and training documentation for the documents and process outlined in item #9 (i.e.: training manual documentation).

**Intended Major End Results:**
This job will provide experiential learning experiences that coincide with the general education competencies of mathematics, communication, ethical judgment, and critical thinking at Clemson University.

**Time Commitment:**
- 20-25 standard hours per week, scheduled via supervisor.

**MINIMUM REQUIREMENTS AND PREFERRED SKILLS:**

**Knowledge/Skills Preferred:**
- Communication skills
- Organizational and time management skills
- Customer service skills
- Vast experience with Microsoft software including but not limited to Excel, Word, PowerPoint, etc.
- Knowledge of EMS (software system) a plus, however, training will be offered
- Basic understanding of accounting process

**Minimum Requirements:**
- Student in good standing at Clemson University. Minimum GPA 2.5.

**Mental Demands Required:**
- Ability to prioritize, multi-task and work under pressure.

**Physical Demands Required:**
- This position will mostly involve desk work; however, on site event planning as well as event production may be required. Candidate must be able to lift up to 50 lbs., climb stairs and perform basic manual set up tasks as needed.
Student Financials Manager

**Job Purpose:** To assist with all financials related to the Campus Activities and Events Hub, and also assist with customer service, ticketing, and event preparation for events hosted in venues managed or serviced by Campus Activities and Events.

**Essential Functions:**
- Makes accurate daily deposits and maintains appropriate financial paperwork, notes, and documents related to each deposit.
- Maintains and ensures accuracy for all income sheets.
- Reconciles all deposits with queries and Hub financial records.
- Ensures that all financial records are kept to Clemson University's auditing and business standards.
- Assists in preparing box office settlement reports and monthly tax reports.
- Responsible for training and supervising all Hub staff in financial procedures and settlement of financial equipment.
- Maintains appropriate paperwork for any tickets with an outstanding balance.
- Assist box office manager in all duties including customer service, ticket scanning, and training.
- Assists as needed with Campus Activities and Events Hub operations.
- Thoroughly reviews itemized reservation payments from prior business year for auditing purposes.

**Intended Major End Results:**

This job will provide experiential learning experiences that coincide with the general education competencies of mathematics, communication, ethical judgment, and critical thinking at Clemson University.

**Time Commitment:**
- 20 standard hours per week, scheduled via supervisor.
- Must also be able to work all ticketed events, many on nights and/or weekends, unless class schedules conflict.

**MINIMUM REQUIREMENTS AND PREFERRED SKILLS:**

**Knowledge/Skills Preferred:**
- Communication skills
- Organizational and time management skills
- Customer service skills
- Vast experience with Microsoft software including but not limited to Excel, Word, PowerPoint etc.
- Knowledge of Ticketmaster (software system) a plus, however, training will be offered
- Basic understanding of accounting process and cash accounting

**Minimum Requirements:**
- Student in good standing at Clemson University. Minimum GPA 2.5.

**Mental Demands Required:**
- Ability to prioritize, multi-task, work under high pressure.
- Ability to keep all information confidential and carry out all duties in an impartial manner.

**Physical Demands Required:**
- This position will mostly involve desk work; however, on site event planning and production may be required. Candidate must be able to lift up to 50 lbs., climb stairs, and perform basic manual set up tasks as needed.
Ticketing Manager

**Job Purpose:** To assist with customer service, ticketing, and event preparation for events hosted in venues managed or serviced by Campus Activities and Events.

**Essential Functions:**
- Assists with training sessions, updating training manuals, and supervises all ticketing and Campus Activities and Events Hub staff.
- Schedule ticketing and ticket taker work hours and verify time sheets.
- Assists with show set-up, issuing holds/comps, and maintaining appropriate paperwork.
- Prepares offices and equipment for on-sales and day of show, keeps all box offices clean and organized, and monitors needed office supplies and ticket stock for daily office tasks.
- Acts as a liaison for technical support for Ticketmaster, as well as the front-line person for problems or ticketing issues at ticketed events.
- Assists with maintaining financial records and preparing deposits in the absence of box office financials manager.
- Assists as needed with Campus Activities and Events Hub operations.

**Intended Major End Results:**

This job will provide experiential learning experiences that coincide with the general education competencies of mathematics, communication, ethical judgment, and critical thinking at Clemson University.

**Time Commitment:**
- 15 – 20 standard hours per week, scheduled via supervisor.
- Must also be able to work all ticketed events, many on nights and/or weekends, unless class schedules conflict.

**MINIMUM REQUIREMENTS AND PREFERRED SKILLS:**

**Knowledge/Skills Preferred:**
- Communication skills
- Organizational and time-management skills
- Customer service skills
- Vast experience with Microsoft software including but not limited to Excel, Word, PowerPoint, etc.
- Knowledge of Ticketmaster (software system) a plus, however, training will be offered
- Basic understanding of accounting and cash accounting

**Minimum Requirements:**
- Student in good standing at Clemson University. Minimum GPA 2.5.

**Mental Demands Required:**
- Ability to prioritize, multi-task, work under high pressure.
- Ability to keep all information confidential and carry out all duties in an impartial manner.

**Physical Demands Required:**
- This position will mostly involve desk work; however, on site event planning and production may be required. Candidate must be able to lift up to 50 lbs., climb stairs and perform basic manual set up tasks as needed.
AV & Conversion Technician

Job Purpose: To assist with everyday maintenance of the Hendrix Student Center, the Edgar Brown University Union, Memorial Auditorium, and the Outdoor Venues managed by Campus Activities and Events. Worker will help set up, staff, and tear down events that go on in the venue. To assist customers with their events held in Campus Activities and Events’ venues.

Essential Functions:
- Ensure that events in the Hendrix Student Center, Student Union, Memorial Auditorium, Outdoor Venues, and mobile event services are properly maintained.
- Work with A/V and IT equipment including sound systems, lighting, projectors, computers, etc.
- Set up event equipment: tables, chairs, barricades, and anything else that may be needed for the event.
- Assist with everyday maintenance in venues by installing new products, performing quality checks, securing the facilities, cleaning, monitoring and managing inventory of equipment, etc.
- Assist with other event and daily venue related tasks as needed.
- Work with clients to ensure their event is a success.
- Monitors events to help the guest have a wonderful experience.
- Ensure safety in venues and events at all times.
- Other duties as assigned.

Time Commitment:
- Minimum 8-10 standard hours per week, scheduled via supervisor.
- May be asked to work ticketed events, nights, weekends, scheduled academic breaks, etc.

Intended Major End Results:
This job will provide experiential learning experiences that coincide with the general education competencies of communication, ethical judgment, and critical thinking at Clemson University.

MINIMUM REQUIREMENTS AND PREFERRED SKILLS:

Knowledge/Skills Preferred:
- Must demonstrate competence in the following areas: organizational skills, communication skills, A/V and technical skills, interpersonal skills, computer skills, and the ability to relate to students, faculty, staff, and visitors.

Minimum Requirements:
- Student in good standing at Clemson University. Minimum GPA 2.0.

Mental Demands Required:
- Ability to prioritize, multi-task and work under pressure.
- Ability to keep all information confidential and carry out all duties in an impartial manner.
- Ability to think critically and make informed decisions with limited supervision.

Physical Demands Required:
- This position will involve on-site event coordinating including, but not limited to; hauling and setting up equipment and furniture, adjusting set-up to meet event and client needs, advising clients on best practices and university policies, etc. Candidate must be able to safely lift up to 50 lbs., climb stairs and perform basic manual set up tasks as needed.
Event Operations Manager

**Job Purpose:** Provide specialty event services and logistical support for events held by Campus Activities and Events and/or clients of Campus Activities and Events.

**Essential Functions:**
- Trains to become proficient in sound, stage, lighting production, and guest services.
- Ensures that events that require Specialty Events staff are properly staffed.
- Recruits, trains, and supervises student Specialty Events staff.
- Assists in preparation of training manuals and provide hands-on training to student Specialty Events staff.
- Sets up event equipment: tables, chairs, barricades, and anything else that may be needed for the event.
- Maintains records and files for each event.
- Assists with the recruitment (or soliciting) of new clients.
- Assists with the logistics of major events being hosted by Campus Activities and Events and/or clients of Campus Activities and Events.
- Maintain inventory and organization of Specialty events equipment.
- Attends necessary meetings and works with clients to ensure their event is a success.
- Monitors events to help the guest have a wonderful experience.
- Ensure safety in venues and events at all times.
- Attends Campus Activities and Events “major event logistics” meetings weekly.
- Other duties as assigned.

**Intended Major End Results:**
This job will provide experiential learning experiences that coincide with the general education competencies of communication, ethical judgment, and critical thinking at Clemson University.

**Time Commitment:**
- 24-28 standard hours per week, scheduled via supervisor.
- Must be able to work all ticketed events, many on nights and/or weekends, unless class schedules conflict.
- Must be available to work flexible hours during the semester as well as during summer, fall, winter, and spring breaks.

**MINIMUM REQUIREMENTS AND PREFERRED SKILLS:**

**Knowledge/Skills Preferred:**
- Must demonstrate competence in the following areas: organizational skills, communication skills, A/V and technical skills, interpersonal skills, computer skills, and the ability to relate to students, faculty, staff, and visitors.

**Minimum Requirements:**
- Student in good standing at Clemson University. Minimum GPA 2.5.

**Mental Demands Required:**
- Ability to prioritize, multi-task, and work under pressure.
- Ability to keep all information confidential and carry out all duties in an impartial manner.

**Physical Demands Required:**
- This position will involve on-site event coordinating including, but not limited to; hauling and setting up equipment and furniture, adjusting set-up to meet event and client needs, advising clients on best practices and university policies, etc. Candidate must be able to lift up to 50 lbs., climb stairs and perform basic manual set up tasks as needed.
Operations Manager

**Job Purpose:** To oversee and assist with maintaining, securing, and improving the venues managed by Campus Activities and Events. Set up, staff, and tear down events. Assist customers with their events. Assist with the supervision, management, and training of the technical staff.

**Essential Functions:**
- In addition to the essential functions listed in the AV & Conversion Technician position, the Operations Manager will:
  - Oversee and assist the technical staff with the maintaining and converting of events, sustaining venue and event safety, and guaranteeing client event success.
  - Assist in provision of hands-on training to technical staff.
  - Assist with ensuring technical staff follow proper venue procedures, as well as adhere to Campus Activities and Events’ Student Employee Code of Conduct and serves as a facilitator of the department’s corrective action policy.
  - Serves as a liaison for Campus Activities and Events in regards to venues and events and makes informed decisions based on Campus Activities and Event’s Student Employee Code of Conduct in the absence of a supervisor or the Director of Operations and Technical Services.
  - Other duties as assigned.

**Intended Major End Results:**
This job will provide experiential learning experiences that coincide with the general education competencies of communication, ethical judgment, and critical thinking at Clemson University.

**Time Commitment:**
- Minimum of 20-24 standard hours per week, scheduled via supervisor.
- Must be able to work all ticketed events, many on nights and/or weekends, unless class schedules conflict.
- Must be available to work flexible hours during the semester as well as during summer, fall, winter, and spring breaks.

**MINIMUM REQUIREMENTS AND PREFERRED SKILLS:**

**Knowledge/Skills Preferred:**
- Must demonstrate competence in the following areas: organizational skills, communication skills, interpersonal skills, and the ability to relate to students, faculty, staff, and visitors.
- Must demonstrate advanced knowledge of AV and IT technical skills.

**Minimum Requirements:**
- Student in good standing at Clemson University. Minimum GPA 2.5.
- Must have a valid driver’s license.

**Mental Demands Required:**
- Ability to prioritize, multi-task, and work under pressure.
- Ability to keep all information confidential and carry out all duties in an impartial manner.
- Ability to think critically and make informed decisions with limited supervision.

**Physical Demands Required:**
- This position will involve on-site event coordinating including, but not limited to; hauling and setting up equipment and furniture, adjusting set-up to meet event and client needs, advising clients on best practices and university policies, etc. Candidate must be able to safely lift up to 50 lbs., climb stairs and perform basic manual set up tasks as needed.
Operations Supervisor

**Job Purpose:** To oversee and assist with maintaining, securing, and improving the venues managed by Campus Activities and Events. Set up, staff, and tear down events. Assist customers with their events that are held in the venues managed by Campus Activities and Events. Supervise and train the Operations managers and the technical staff.

**Essential Functions:**
- In addition to the essential functions listed in the AV & Conversion Technician position, the Operations Supervisor will:
- Develop and aid with the logistics of venue management, staff coordination and training, maintenance of the department inventory, and the production of special events.
- Hire, train, supervise, and evaluate the Operations Managers and technical staff.
- Oversee and assist the technical staff with the maintaining and converting of events, sustaining venue and event safety, and guaranteeing client event success.
- Assist in the preparation of training materials and provide hands-on training to the Operations Managers and technical staff.
- Assist with ensuring that the technical staff follow proper venue procedures, as well as adhere to Campus Activities and Events’ Student Employee Code of Conduct and serves as a facilitator of the department’s corrective action policy.
- Serves as a liaison for Campus Activities and Events in regards to venues and events and makes informed decisions based on Campus Activities and Event’s policies, procedures, and expectations in the absence of the Director of Operations and Technical Services.
- Other duties as assigned.

**Intended Major End Results:**
This job will provide experiential learning experiences that coincide with the general education competencies of communication, ethical judgment, and critical thinking at Clemson University.

**Time Commitment:**
- 24-28 standard hours per week, scheduled via supervisor.
- Must be able to work all ticketed events, many on nights and/or weekends, unless class schedules conflict.
- Must be available to work flexible hours during the semester as well as during summer, fall, winter, and spring breaks.

**MINIMUM REQUIREMENTS AND PREFERRED SKILLS:**

**Knowledge/Skills Preferred:**
- Must demonstrate competence in the following areas: organizational skills, communication skills, interpersonal skills, and the ability to relate to students, faculty, staff, and visitors.
- Must demonstrate a comprehensive knowledge of AV and IT technical skills.

**Minimum Requirements:**
- Student in good standing at Clemson University. Minimum GPA 2.5.
- Must have a valid driver’s license.

**Mental Demands Required:**
- Ability to prioritize, multi-task, and work under pressure.
- Ability to keep all information confidential and carry out all duties in an impartial manner.
- Ability to think critically and make informed decisions with limited supervision.

**Physical Demands Required:**
- This position will involve on-site event coordinating including, but not limited to; hauling and setting up equipment and furniture, adjusting set-up to meet event and client needs, advising clients on best practices and university policies, etc. Candidate must be able to safely lift up to 50 lbs., climb stairs and perform basic manual set up tasks as needed.
Operations Administrative Assistant

**Job Purpose:** To assist with office related tasks for the technical staff of Campus Activities and Events.

**Essential Functions:**
- Perform varied clerical duties such as filing, copying, running errands, answering the telephone, and assisting students.
- Document and file all completed technician documents including but not limited to: shift logs, event notes, kronos time sheets, incident reports, reprimand forms, and training documents.
- Track completion of required documents and initiate communication in cases of incompletion.
- Ensure that technician documents are always up to date and available for use.
- Maintain list of current technical staff and contact information sheet.
- Take attendance at technical staff training and meetings.
- Aid in ensuring that tech desk and office remain clean and organized, as well as monitor and maintain all office supplies in each area.
- Pull and analyze queries of upcoming events in EMS.
- Be familiar with the programs, services, policies, and procedures of Campus Activities and Events.
- Assist staff and students by providing accurate information regarding Campus Activities and Events and Clemson University by using sound judgement to make appropriate referrals.
- Other duties as assigned.

**Intended Major End Results:**
This job will provide experiential learning experiences that coincide with the general education competencies of communication, ethical judgment, mathematics, and critical thinking at Clemson University.

**Time Commitment:**
- 10-15 standard hours per week, scheduled via supervisor.
- May be asked to work ticketed events, nights, weekends, scheduled academic breaks, etc.

**MINIMUM REQUIREMENTS AND PREFERRED SKILLS:**

**Knowledge/Skills Preferred:**
- Communication skills
- Organizational and time management skills
- Vast experience with Microsoft software including but not limited to Excel, Word, PowerPoint, etc.
- Knowledge of EMS (software) a plus, however, training will be offered

**Minimum Requirements:**
- Must be a student in good standing at Clemson University. Minimum GPA 2.5.

**Mental Demands Required:**
- Ability to prioritize, multi-task, organize, and maintain excellent records and documents.
- Ability to keep all information confidential and carry out all duties in an impartial manner.

**Physical Demands Required:**
- This position will mostly involve desk work; however, on site event planning as well as event production may be required. Candidate must be able to safely lift up to 50 lbs., climb stairs and perform basic manual set up tasks as needed.