



# CONFERENCE & GUEST SERVICES

## AMERICAN UNIVERSITY • WASHINGTON, DC

### Operations Assistant (OA) Job Description

#### Position Overview

The Operations Assistant (OA) position reports directly to the Senior Operations Manager. The Operations Assistants are responsible for overall support of University Conference & Guest Services (UCGS) operations before, during, and after weekday business hours. The Operations Assistants oversee/monitor the facilities during events & provide AV support in Constitution and Duber event spaces.

#### Position Duties & Responsibilities

1. The Operations Assistant position will assist the Senior Operations Manager and UCGS guests with tasks pertaining to event setups and event support.
  - **Event Setup:** The Operations Assistants will set up events in University Conference & Guest Services' premier venue, Constitution Hall. Tasks will include but are not limited to:
    - Coordinate with the Senior Operations Manager and Operations & Scheduling Lead to complete meeting room and event set ups.
    - Perform and verify the setup for an event is complete (and clean) in the exact manner as described on the Social Tables diagram provided by the Senior Operations Manager and Operations & Scheduling Lead on Trello.
    - Monitor and maintain the condition of UCGS facilities, furniture/equipment, and report problems as they arise.
    - Uphold order and keep inventory in all storage spaces via the storage space diagrams provided under the guidance of the Senior Operations Manager, UCGS professional staff, Operations & Scheduling Lead.
    - Understand operational capabilities and best usage of the space.
  - **Event Support (AV included):** The Operations Assistants will work at events in Constitution Hall by supporting the guests as the UCGS representative. Tasks will include but are not limited to:
    - Provide a high level of customer service to all UCGS guests when working an event by answering questions, completing reasonable day-of setup changes, and ensuring that clients are following venue policies.
    - Act as an on-site point of contact for basic audio/visual needs and demonstrate proper operation to guests when necessary.
      - Basic AV needs include connecting a laptop for projection, distributing microphones/lavaliers, adjusting system's volume, changing the microphone's batteries, and playing music.
    - Conduct Constitution Hall event space walkthroughs regularly during events to monitor the facility's cleanliness in the bathrooms, trash cans, and check the microphone's batteries levels.
    - Perform locking and unlocking procedures at the beginning and end of each event, when directed.
    - Complete an "Event Close Out" form after working an event.
2. Understand, enforce, and adhere to all relevant policies/procedures as set forth by University Conference & Guest Services, the Student Code of Conduct, and American University.
3. Attend all required training/meetings as directed by the Senior Operations Manager.
4. Respond to emails within 24 hours from the Senior Operations Manager and Operations & Scheduling Lead.
5. Other duties as assigned by the Senior Operations Manager, UCGS professional staff, Operations & Scheduling Lead, and Conference Lead.

#### Staff & Community Standards

1. Encourage and maintain a community atmosphere where the rights and responsibilities of staff, residents, and guests are held in high regard. Encourage the development of a staff 'team' and actively work to address tensions/interpersonal issues of the staff as they arise.
2. Ensure that staff members create a welcoming environment for guests and maintain standards for a high level of customer service.

### Required Knowledge, Skills, and Abilities

1. Must be a driven student who demonstrates strong interpersonal, oral & written communication, and customer skills.
2. Must be able to work both independently and part of a team environment to perform all necessary job responsibilities with accuracy and efficiency with minimal direct supervision.
3. Possess strong organizational and analytical skills, as well as the ability to multi-task.
4. Must be detailed-oriented to perform job functions with accuracy and precision.
5. Ability to work well under pressure.
6. Demonstrate exceptional leadership characteristics.
7. Previous event and AV experience strongly preferred.
8. Proficiency with the Microsoft Office suite (Microsoft Word, Excel, Access).
9. Ability to represent AU by means of a pleasant and helpful disposition, a positive attitude, and a quick response.

### Position Requirements

1. Successful candidates must be in good academic standing with a cumulative GPA of 2.0 or higher.
2. Must be currently enrolled at the American University with a valid AU email account.
3. Successful review of judicial record.
4. This position is contingent upon the successful completion of a pre-employment background check.
5. Flexibility to work during the day, nights, and weekends for 5-12 hours per week between 6 am – 11:30 pm.
  - **The number of scheduled work hours will vary each week based upon the event schedule in University Conference & Guest Services primary space, Constitution Hall.**
  - **Must be able to provide at least 15 hours of availability a week.**
6. Must be willing and able to lift items up to 25-50 lbs.

### Dates of Employment

- Saturday, September 6, 2025 – Monday, April 27, 2026
  - Mandatory Training for Fall 2025 Semester on **Saturday, September 6<sup>th</sup> from 10 am – 4 pm.**
  - Mandatory Training for Spring 2026 Semester will be determined in November 2025.
  - Opportunity to continue working through final exam period.
  - Previously employed Summer or Academic Year Operations Assistants can begin working as early as **Monday, August 11, 2025.** On-campus housing accommodations will not be granted to allow for an early start date.

### Compensation

- \$17.95 per hour.