

HUMBOLDT STATE UNIVERSITY



CES Event Staff (Pool)

Conference and Event Services

Job #21-106

Open Until Filled

First Review Date: Monday, January 3, 2022

(Job #21-106) Administrative Support Assistant II, CES Event Staff (Pool), \$16.80 - \$26.49 hourly. Appointments are typically made at the beginning of the salary range. This is a temporary, part-time, intermittent hourly, non-benefitted, non-exempt position with Conference and Event Services.

Humboldt State University is a Hispanic-Serving Institution that strives to foster an inclusive and equitable community to support our students of diverse backgrounds. HSU is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality committed to working in a multicultural and multiracial community that reflects the diversity of the state. Additional information about Humboldt State University can be found at www.humboldt.edu.

Position Summary: Under general direction of the Student Activities Center Director (SAC), the Conference and Event Services (CES) Event Staff is responsible for maintaining that state, local, and campus policies and protocols are followed at events happening on the university campus or at events sponsored by the university off-campus including but not limited to concerts, sporting events, dance, music and theatre shows. The Event Staff will be responsible for checking COVID-19 vaccination cards, proof of negative COVID tests, and IDs of individuals attending events on campus, as well as providing mask enforcement as required. The Event Staff provides additional support of CES operations, including implementing event plans, logistics and facilities set-ups, providing on-site lead direction to student assistant staff for facility set-up and coordination, and assisting with other event operations. Through a variety of interactions with a broad range of the public including students, staff, faculty, and community members, the Event Staff helps ensure that the highest level of customer service is maintained and that CES events and operations are carried out in accordance with established policies and procedures.

This pool of employees will have part time roles for individuals who want to work anywhere from 1-20 hours per week.

Duties:

75% Provide staff support at campus events

* Provide high level of customer service at campus events.

- * Generally help to maintain a safe and well organized event, upholding any necessary safety precautions and campus policies. This may include ensuring guests provide proof of COVID-19 vaccination or negative test results to attend event and remain masked, stay social distanced, and eat in designated areas during events.
- * Allow appropriate entry into each venue, may collect and/or scan tickets, verify wristbands and ID cards, direct traffic coming in and out of the venue.
- * Assist ushering/event staff as needed once performance begins.
- * Assist guests before, during, and after events, as needed; provide answers to customer questions.
- * Supply status reports and feedback to the SAC Director so that changes can be implemented for smoother operation and customer satisfaction.
- * Attend training and event staff meetings as required.

20% Assist with coordination of events and meetings facilitated by CES.

- * Assist in all aspects of event day preparation and execution.
- * Serve as designated host and point of contact for clients utilizing CES as required.
- * Distribute and check out appropriate keys to facility users for venue/building access as necessary.
- * Assist with facility and/or event set up and take down equipment and furniture used for events.
- * Provide supervision to CES student assistants.

5% Other duties as assigned.

Minimum Qualifications: Completion of a high school program or its equivalent and some experience in an office environment that has provided the applicant with the knowledge, skills, and abilities listed below.

Required Knowledge, Skills, and Abilities: Requires general knowledge and skills in customer service and event operations with a foundational knowledge of public administration principles, practices, and methods. Demonstrates strong customer service skills; ability to be pleasant, courteous, professional, and respectful of guests, ability to articulate and able to use good independent judgment and discretion; ability to resolve varying customer service issues and defuse tense situations; ability to be firm and persuasive when dealing with unruly guests, enforcing policy or dealing with disgruntled patrons; ability to react quickly and calmly in emergency situations and to determine proper course of action. Ease in dealing with a diverse population including students, staff, faculty and general public; ability to work independently; ability to be adaptable and work as a team player; ability to establish and maintain cooperative working relationships with colleagues and those contacted in the course of business. Ability to communicate clearly and concisely, both orally and in writing; ability to interpret various policies and procedures and to effectively use information pertaining to the unit; able to present a professional appearance. Work may take place in noisy environments or outdoor elements such as precipitation and wind. Hours vary based on operational needs. Must be able to work a flexible schedule, including frequent nights and weekends, and some holidays, according to event requirements.

Preferred Qualifications: Fundamental written and oral communication skills, including a sound foundation in English grammar and an ability to understand standard event procedures is preferred. Experience working in a student-focused environment at a university or college. Some customer service experience preferred. Possession of a valid California Driver's license preferred.

Application Procedure: To apply, qualified candidates must electronically submit the following materials via Interfolio (link below):

- Letter of Interest
- Resume or Curriculum Vitae

- Contact information for at least three professional references
- HSU Employment History Form (HSU Employment History Form: <https://forms.humboldt.edu/employment-history-form>; NOTE: Download the HSU Employment History Form and save it as a PDF file prior to filling it out. If the form is completed in an online browser, content WILL NOT be saved).

CLICK HERE TO APPLY NOW: <http://apply.interfolio.com/100708>

Application Deadline: This position will remain open until filled. Full consideration will be given to applications submitted by 11:59 p.m. on Sunday, January 2, 2022. First Review: Monday, January 3, 2022.

Any inquiries about this recruitment can be directed to careers@humboldt.edu or HSU's Human Resources Office at (707) 826-3626.

Humboldt State University sits on the traditional homelands of the Wiyot people in what is currently called Arcata, CA. The Wiyot people call the area Goudi'ni (over in the woods). HSU was the first campus in the California State University system to offer a stand-alone major in Native American Studies.

HSU is committed to enriching its educational environment and its culture through the diversity of its staff, faculty, and administration. Persons with interest and experience in helping organizations set and achieve goals relative to diversity and inclusion are especially encouraged to apply.

Humboldt State University is part of the 23-campus California State University system. The University has a comprehensive arts and sciences curriculum, which is recognized nationally for its high academic quality. Founded in 1913, HSU is one of the premier public institutions in the Western United States; it is a rural and residential campus of approximately 7,000 students. The main campus is located in Arcata, California, in the northwestern part of the state along the coast, and situated among redwood trees in an area that offers unmatched scenic beauty, moderate climate, and opportunities for outdoor activities. The surrounding Humboldt County locale has a population of approximately 135,000. The community offers an excellent range of businesses, services, and cultural activities and performances. The local schools are ranked in the top performance percentiles, both nationally and in the state.

CSU requires faculty, staff, and students who are accessing campus facilities to be immunized against COVID-19 or declare a medical or religious exemption from doing so. Any candidates advanced in a currently open search process should be prepared to comply with this requirement. The systemwide policy can be found at <https://calstate.policystat.com/policy/9779821/latest/> and questions may be sent to hr@campus.edu.

It is the responsibility of the applicant to provide complete and accurate employment information. Incorrect or improperly completed applications will not be considered for vacancies. Any reference in this announcement to required periods of experience or education is full-time activity. Part-time experience or education--or activities only part of which are qualifying--will receive proportionate credit. Humboldt State University is not a sponsoring agency for staff or management positions (i.e. H-1B Visas).

Evidence of required degree(s), certification(s), or license(s) is required prior to the appointment date. A background check (including a criminal records check, employment verification, and education verification) must be completed satisfactorily before any candidate can be offered a position with the CSU. Certain positions may also require a credit check, motor vehicle report, and/or fingerprinting through Live Scan service. Adverse findings from a background check may affect the employment status of candidates or continued employment of current CSU employees who are being considered for the position.

Humboldt State University is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality reflecting the ethnic and cultural diversity of the state. Additional information about Humboldt State University can be found at www.humboldt.edu.

Humboldt State University is a Title IX/Affirmative Action/Equal Opportunity Employer. We consider qualified applicants for employment without regard to race, religion, color, national origin, ancestry, age, sex, gender, gender identity, gender expression, sexual orientation, genetic information, medical condition, disability, marital status, protected veteran status, or any other legally protected status.

Compliance with the California Child Abuse and Neglect Reporting Act (CANRA) and CSU Executive Order 1083 Revised July 21, 2017 (EO 1083) is a condition of employment. CSU employees in positions with duties that involve regular contact with children or positions which supervise such employees are designated as Mandated Reporters under CANRA and are required to comply with the requirements set forth in EO 1083. Upon appointment to this position, the successful candidate(s) will be notified of and required to acknowledge their CANRA reporting status.

Additionally, all CSU staff and faculty receive training annually on their obligations in responding to and reporting incidents of sexual harassment and sexual violence. You will be notified by email when you are required to take this mandated training.

Class Code: 1032

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