



Dear Applicant,

Congratulations! You've taken a first step to becoming a Set-up Assistant for the Housing & Residential Education Department in the Peterson Heritage Center. Are you interested in developing your professional skills and building new relationships? Are you looking for a fun, team-oriented part time job on campus?

We are looking for individuals who are excited about working in a fun, fast-paced environment, who believe in our HRE values of Excellence in Service, Respect, Integrity, Positive Attitude, and Team. We hope to hire individuals who are able to commit to working irregular hours, able to troubleshoot and take the initiative to help ensure residents and guests receive excellent customer service while on our campus. You will have the opportunity to work in the hospitality industry, gain leadership skills, resolve conflicts, and be part of a dynamic team working together to successfully create a home-away-from-home for residents living on this campus.

Review this application packet, familiarize yourself with the position description and required qualifications. If you feel this is an opportunity you wish to pursue, I welcome you to complete the enclosed application.

Thank you for your interest in joining our team!

Sincerely,

Kristin Brown

Event Coordinator  
Housing and Residential Education  
[kbrown@housing.utah.edu](mailto:kbrown@housing.utah.edu)  
801-587-2908



## Set-Up Assistant Position Description

### Event Management

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#### Overview & General Purpose

Located in Salt Lake City, the University of Utah is a public, 4-year institution committed to providing an exceptional academic and co-curricular experience for students and the University community. The “U” is a PAC-12 institution with over 33,000 students. Heritage Commons is home to 2,800 students who live in the 2002 Winter Olympic athlete village, residing in 20 co-ed residence halls and 10 apartment buildings. In addition, Housing & Residential Education has two apartment buildings located in downtown Salt Lake City that constitute Downtown Commons. Heritage Commons constitutes 868K square feet and Downtown Commons is 26K square feet. HRE is growing with a 309 bed Honors Living Learning complex (161K square feet) that opened August 2012 and additional 400 bed Entrepreneur-Innovation Living Learning complex (150K square feet) opening August 2016. The University Housing Campus Master plan calls for continued growth and construction to meet the housing demand.

The Set-up Assistant provides aid in the Peterson Heritage Center and to the Housing & Residential Education office by serving all residents and patrons of the PHC and assisting the Event Coordinator in day-to-day tasks. This part-time position is responsible for event service, client attention, and overall logistics of banquet events by way of set-up and tear down of equipment (tables, chairs, etc.), answering questions to all patrons in the PHC and those who call the PHC, maintaining inventory of all event related equipment, preparing linens for events on a regular basis, and testing AV equipment to ensure that it is functional, providing adequate and informative customer service and giving support when needed to Housing and Residential Education. The Set-up Assistant reports to the Event Coordinator.

As a member of the HRE team, it is expected that you uphold all of the values of the department. In addition, you should follow all HRE policies and procedures

#### Qualifications

- Ability to work effectively in a diverse office setting.
- Must be able to maintain student information under strict confidentiality.
- Strong organizational skills to manage workflow and establish a harmonious and productive environment.
- Skill in accurately analyzing information, situations, and procedures in order to problem solve and take initiative on projects.
- Skill in speaking concisely and logically, using grammatical language to convey information and explain policies and procedures.
- Ability to work well in a team setting and create a positive working environment.
- Demonstrated skill to work effectively with students, parents, and university officials of diverse backgrounds.
- Excellent communication and interpersonal skills.
- Must be able to lift objects up to 20 lbs.

#### Preferred Qualifications

- Previous experience in customer service or event management
- Previous experience in an office setting or performing clerical work
- Willingness to work overnight shifts or irregular hours



### Work Schedule

- The Set-up Assistant work schedule will be set by the Event Coordinator, with hours not to exceed 20 per week. The Marriott Honors Community, Lasonde Studios and Peterson Heritage Center are 24 hour facilities.
- Must be able to attend bi-weekly staff meetings and a weekly one on one meeting with supervisor.

### Compensation

\$9.00/hour

### Primary Responsibilities

#### Customer Service/Student Relations

- Models the highest level of customer service and works to ensure customer satisfaction by analyzing complaints, questions, concerns and suggestions for ways to improve patron satisfaction.
- Acts as an information source to International students about resources available within the University.
- Provides information to students, parents and community members about the procedures within HRE, University and Government regulations (i.e. FERPA).
- Assists in the university housing move-in and move-out process, holiday closing and summer school process.
- Works with Conferences Services to troubleshoot and help provide patrons with the most accurate account information in room reservations.
- Follows all policies and procedures related to emergency and crisis situations.
- Acquires working knowledge of student services on campus and articulates these services to patrons.
- Knows procedures for essential university functions such as academic advising, course registration, Housing U, etc. Assists residents with such functions.
- Have working knowledge of other PHC related functions (front desk operations, mail distribution and troubleshooting).

#### Event Set-up

- Assists with the set-up of tables, chairs, linens, etc., for the full service of all Peterson Heritage Center/ Marriott Honor's Community/Lasonde Studios events.
- Ensure all Audio/Visual equipment is in working order and prepared for all events requesting such services.
- Prepare linens on a regular basis for use by patrons.
- Assist in weekly inventory of all event equipment (AV equipment, microphones, linens, etc.)
- Assist in weekly test of all in room audio/visual equipment to insure that it is in working order.
- Update event signs on a regularly based on weekly event schedule.
- Communicate any facility/AV/set-up issues to Event Coordinator so that they may be addressed.
- Provide on-site support, if requested, for the duration of a scheduled event/meeting.

#### Prospective Student Recruitment

- Serves as a back-up to Housing Ambassadors to provide prospective students and their parents tours of the MHC, PHC, and Lasonde.
- Answers questions regarding the U of U and Housing that prospective students and their parents have.



- Additional recruitment opportunities that may arise.

#### Administrative

- Informs the PHC/MHC/Lassonde management staff of possible conflicts and discrepancies.
- Maintains accurate electronic and paper records and under strict confidentiality.
- Assists in day-to-day administrative tasks and projects established by the PHC/MHC/Lassonde Student Manager, Front Desk Coordinator, Event Coordinator and Assistant Director of Administrative Services.

*Housing & Residential Education and the University of Utah value interactions among individuals with varying traditions, cultures, orientation, religious beliefs, economic backgrounds, and racial/ethnic origins. We strongly encourage applications from candidates who will share and explore this value with the team and with the residents.*



## Set-up Assistant Application

**Instructions:** Complete both pages of this application, attach your resume, and email all application materials or hand deliver them.

**Email or hand-deliver to:**

Kristin Brown, Event Coordinator  
Peterson Heritage Center front desk  
[kbrown@housing.utah.edu](mailto:kbrown@housing.utah.edu)

Name: \_\_\_\_\_ uID: \_\_\_\_\_ Phone: \_\_\_\_\_

Please check the appropriate boxes:

1. Are you able to lift up to 20lbs?

Yes

No

2. Which desk would you prefer\* to work at if picking up extra shifts?

Peterson Heritage Center

Marriott Honors Community

Lassonde Studios

Any

3. Are you available to work overnight shifts?

Yes

No

4. Will you be living on campus during the upcoming academic year?

Yes

No

5. How many hours are you able to work per week (maximum of 20)?

1-5 hours

10-15 hours

5-10 hours

15-20 hours

6. Are you an HRE Student Leader for the upcoming academic year (Late Night Programmer, RHA member, Social Justice Advocate, or RA)?

Yes

No

7. Are you available to work during holidays and over breaks?

Yes

No

Sometimes

8. Please list any other commitments you may have (other jobs, extracurriculars, etc):

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\*Please note that while we try to accommodate people's preferences, we are not always able to. Upon hiring, staff members will be placed according to best fit.





**Housing &  
Residential Education**  
THE UNIVERSITY OF UTAH



[www.housing.utah.edu](http://www.housing.utah.edu) | (801) 587-2002