

Position Summary

Rutgers University–Newark is a dynamic urban research institution, and Events & Conference Services (ECS) oversees the events and daily operations of the PRCC, RBGH, and Express Newark. Reporting directly to the Director, the Graduate Coordinator provides high-level leadership and oversight for the department. Depending on departmental needs, Graduate Coordinators may be assigned to lead administrative event planning or hands-on facility operations. This role is responsible for student staff supervision, reservation oversight, and ensuring the seamless execution of events through effective coordination with university partners.

Rate of Pay

\$21.00/hr

Key Responsibilities

- **Leadership & Supervision:** Act as the primary on-site supervisor for all student staff tiers (Managers, Crew, Specialists, and Technicians); assist with the planning and implementation of staff training programs and leadership meetings.
- **Scheduling & Workforce Management:** Collaborate with the Administrative Coordinator to create and manage student staff shift schedules within UKG Ready.
- **Event Coordination:** Oversee event setups and breakdowns; conduct regular client check-ins to ensure high-quality service and adherence to logistics forms.
- **Administrative & Technical Systems:** Utilize the Event Management System (EMS), Social Tables, and Qualtrics to process reservations and design event layouts; provide real-time troubleshooting for audiovisual or technical issues during events.
- **Facility & Vendor Liaison:** Work closely with catering, security, and facilities; accompany outside building service contractors (HVAC, Elevator, Alarm Co., etc.) during site visits to ensure maintenance objectives are met.
- **Operations & Maintenance:** Regularly inspect facilities to identify and repair routine maintenance items; maintain accurate weekly inventory reports and ensure storage areas are clean and organized.
- **Departmental Support:** Assist with specialty projects for the Director of ECS and attend all scheduled Leadership Team Meetings.

Required Qualifications

- Currently matriculated Rutgers University–Newark graduate student enrolled full-time in a graduate studies program (minimum 2.0 GPA).
- Physical ability to lift at least 50 lbs.

- Must be in good judicial standing with the university.
- **Availability:** Flexible schedule required, including nights, weekends, and academic breaks (Winter, Spring, and Summer) to support event fluctuations.

Preferred Qualifications

- Previous supervisory and customer service experience in a professional or university setting.
- Excellent organizational, communication, and leadership abilities.
- The ability to exercise good judgment and initiative in stressful or emergency situations.
- Previous experience with various audiovisual equipment and event management software.

Additional Information

- **Work Schedule:** Minimum of 25+ hours per week required; primarily evening and weekend shifts with the responsibility of assisting Operations Managers in closing the building.
- **Performance:** Job performance evaluations are conducted each semester.
- **Systems:** Staff will be trained in UKG Ready, 7Point Operations, and Crestron AV systems.
- **Expectations:** Attendance at all departmental trainings, meetings, and programs is mandatory.