

Position Summary

Reporting to the Administrative Coordinator, Operations Specialists manage the front-facing administrative needs of Events & Conference Services (ECS). Specialists serve as the primary ambassadors for the Paul Robeson Campus Center (PRCC), Ruth Bader Ginsburg Hall (RBGH), and Express Newark (EN), fostering a welcoming environment while providing expert guidance on facility policies, space reservations, and campus resources.

Rate of Pay

\$15.92/hr

Key Responsibilities

- **Guest Relations & Advocacy:** Serve as the first point of contact for all visitors; provide accurate directions and information regarding RU–N departments and ECS managed spaces.
- **Administrative Operations:** Manage departmental phone lines, coordinate staff calendars via Outlook, handle mail/package distribution, and maintain detailed opening/closing shift logs.
- **Event & Reservation Support:** Process space requests using the Event Management System (EMS) and provide technical "over-the-shoulder" training to help the RU–N community navigate virtual reservation tools.
- **Policy Expertise:** Advise clients on room setup capabilities, catering regulations, AV equipment, and rental fee structures to ensure compliance with departmental standards.
- **Logistical Support:** Execute physical setups and breakdowns for designated areas like Student Street or Samuels Plaza; monitor departmental email for professional correspondence.

Required Qualifications

- Currently matriculated RU–N student in good standing (minimum 2.0 GPA).
- Physical ability to move and set up event furniture (tables, chairs, podiums, etc.).
- **Availability:** Must be available between 8:00 AM and 5:00 PM, Monday–Friday.
- *Note: Supplemental availability for late nights, weekends, and holidays may be required based on the event calendar.*

Preferred Qualifications

- Strong organizational and communication skills with the ability to exercise initiative in high-traffic or emergency situations.
- Proficiency in handling complex instructions and managing multiple administrative tasks simultaneously.
- Familiarity with basic audiovisual equipment and office software.

Additional Information

- **Performance:** Evaluated on a semester basis.
- **Expectations:** Attendance at all departmental trainings, meetings, and programs is mandatory.