## 1. POSITION IDENTIFICATION

<table>
<thead>
<tr>
<th>Department Name:</th>
<th>Meeting, Event &amp; Conference Services (MECS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Number(s):</td>
<td>118364 [Temporary]</td>
</tr>
<tr>
<td>Current Position Classification:</td>
<td>Clerk, grade 6</td>
</tr>
<tr>
<td>Department Position Title:</td>
<td>Event Assistant</td>
</tr>
<tr>
<td>Evaluating Supervisor’s Title:</td>
<td>Associate Director, MECS</td>
</tr>
<tr>
<td>Date Completed:</td>
<td>December 23, 2015</td>
</tr>
</tbody>
</table>

**Part 1 is being completed by:**
- [ ] Employee
- [x] Evaluating Supervisor

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## 2. POSITION SUMMARY

A summary of the major functions of the position in three or four sentences.

This position provides client support with respect to conference centre operations and servicing by preparing meeting rooms for client occupation, assisting clients with changes and additions to their on-site needs, drafting room set-up diagrams, and directing clients and client materials to and from the loading bay. The position plays a central role in greeting clients on-site and providing them with basic orientation to the facility. The position also provides primary support and assistance to the Client Service Coordinator(s) in the servicing of events in the facility.

## 3. MAJOR FUNCTIONS

List the duties and responsibilities of the position in order of frequency (i.e., (D) Daily; (W) Weekly; (M) Monthly; (S) Semester)

### DAILY

Reviews accuracy of client service requirements (i.e., room set-up, audio-visual, catering, client materials) pertaining to events held at SFU Vancouver. Completes and distributes to all service departments and contractors (i.e., Room Set-up, IT Services, Business Centre, Event Management and Catering) any remaining paperwork to ensure that the appropriate service can and will be provided.

Prepares meeting rooms at the Wosk Centre for Dialogue for client occupation by setting out water service and writing materials and replenishing same throughout the day.

Receives meeting materials delivered in person or by courier, logs materials received manually and/or on a database; directs clients and client materials to and from the loading bay; stores and delivers client meeting materials to the appropriate rooms; and assists clients with the overnight storage of their materials as required.
Moves and arranges furniture (i.e., tables, chairs, podiums, stage) inside and outside of meeting rooms by referring to room set-up orders. Moves, rearranges, adds or deletes furniture as per client instructions on-site.

Moves and re-arranges furniture in fixed boardrooms to its usual setting after events are completed. All furniture moving may require transport of same to and from various storage areas and/or other meeting rooms.

Updates and distributes changes to service departments and contractors as new and further client requirements are identified. Records all changes and new requests regarding event arrangements using the Event Business Management System (EBMS) and ensures changes to service orders are approved by the Event Manager prior to implementation.

Prints event signage using the EBMS system and posts same. Prints and posts revised signage as required.

Checks that rooms are correctly set up (i.e., physical layout, computing and audio-visual equipment, and catering) and reports or attends to deficiencies for correction.

Ensures the accurate and timely delivery of furniture, audio-visual equipment, catering and other items supplied by employees of other service departments by generating reports from EBMS to ensure that items ordered are received and follows-up on any outstanding items. Performs routine checks throughout the day to ensure that all client requests have been attended to.

Greets clients and provides basic orientation to the facility and its services by checking to ensure they have all items requested and follows-up on last minute requests.

Responds to client requests for on-site changes to room arrangements, catering, and audiovisual equipment. This may involve the assignment of additional requests for service to contractors or service departments, and where applicable, includes the issue of a hard copy of the request to the respective department for billing purposes.

Distributes photocopied and faxed materials and messages from the Business Centre staff to meeting attendees. Assists with faxing and photocopying for clients as required.

Liaises with, and maintains radio contact with support departments in order to respond promptly to additional and/or unexpected client requests.

Drapes registration and display tables with house linens and skirting as required.

Assists clients and the general public with room locations and responds to general questions regarding the facilities available at SFU Vancouver.

Liaises with and directs contract staff (i.e., security, janitorial, furniture moving) by ensuring room set-ups, etc., run smoothly and resolving problems as they arise.

WEEKLY:

Gathers information on room and public area set-ups by generating reports using the EBMS system. Consults with Event Managers to review accuracy and feasibility of room setup requests and prepares a furniture diagram using spatial drawing applications (i.e., Visio) and notes using word processing applications to provide instruction to contract furniture movers.

Performs inventory counts of linens and glassware by comparing the number of available stock against amounts showing on reports generated by using spreadsheet software applications (i.e., Excel).

Checks building (including meeting rooms, storage areas and hallways) for deficiencies and reports them to the Operations Help Desk.

Performs inventory counts of consumables and re-stocks as necessary.
MONTHLY:

Performs inventory counts of furniture by comparing the number of available stock against amounts showing on reports generated by using Excel software applications.

4. MINOR FUNCTIONS
List duties and responsibilities that occur annually and periodically throughout the year.

Ensures that storage areas are secure at all times and rooms are secure at all times.

May be required to dispose of garbage around the building.

Performs other related duties consistent with the job description and classification upon request.

5. LEVEL OF INDEPENDENCE
Check one box that best describes the level of independence that can be exercised within the position by a fully trained employee.

☐ a) Work is provided with specific instructions describing how and when it should be completed.
☑ b) Work is provided with general instructions. The employee makes choices about how the work will be completed within deadlines.

☐ c) Work is self-directed by the employee. The employee determines what work needs to be completed and when it should be completed to meet deadlines.

☐ d) Work is assigned on a project-by-project basis in the form of broad objectives. The employee evaluated what work needs to be completed within general time frames. Provide examples of project work:

6. TRAINING EXERCISED
If the position provides training, check each description that applies.

☐ a) Not required to provide training to other individuals.
☑ b) Explains how work is performed in his/her own position to individuals in other positions performing the same or similar work (includes training replacement employees).

☐ c) Provides one-on-one specialized training to other individuals. Considered a specialist in a particular area or field of study. Positions at this level may be designated as the resident department expert.

☐ d) Provides one-on-one training to individuals in other positions. Must have a good understanding of the work of the other positions. Positions at this level may be designated as group leaders or work leaders.

☐ e) Conducts training seminars for groups. Training seminars are normally scheduled and follow a prescribed format. May also develop or assist in the development of training seminars.
7. DIRECTION EXERCISED
Check each description that applies.

☒  a) Not required to provide direction to other individuals.
☐  b) Assigns and/or checks work of other individuals.
☐  c) Schedules, assigns, and checks work of other individuals.
☐  d) In addition to C, establishes work priorities for a unit.
☐  e) In addition to C and D, guides project teams.

8. INTERNAL AND EXTERNAL CONTACTS
List internal and external contacts (i.e., specific positions within own department, other departments, students, faculty, on/off campus vendors, etc.), the duration of each contact (i.e. less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time), and the frequency of each contact (i.e. occasional, frequent, or continuous).

<table>
<thead>
<tr>
<th>Type of Contact</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>External Clients</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>University staff and faculty</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>Other service dept. personnel</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>Security guards</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>Caterers</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>Janitorial</td>
<td>&lt; 1 hr.</td>
<td>occasional</td>
</tr>
<tr>
<td>Furniture Contractors</td>
<td>&lt; 1 hr.</td>
<td>occasional</td>
</tr>
</tbody>
</table>

9. IMPACT OF ERRORS
Common Errors: Provide a few examples of the most common errors which normally occur in the performance of the work.

Errors in room set ups can lead to client dissatisfaction.

Uncommon Errors: Provide a few examples of most uncommon errors which infrequently occur in the performance of the work.

Making unauthorized, incorrect changes to client information in EBMS can lead to errors in future event bookings.

10. EFFORT
Describe concentrated periods of auditory (hearing/listening); visual (seeing); perceptual (understanding / comprehending); and physical dexterity (finger/hand movements, eye/hand coordination, lifting, carrying, pushing, pulling, reaching etc.). For each example of effort, indicate the concentrated duration (less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time) and frequency (occasional, frequent, continuous).

<table>
<thead>
<tr>
<th>Type of Effort</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perceiving (understanding verbal and written information)</td>
<td>&lt; 1 hour</td>
<td>frequent</td>
</tr>
<tr>
<td>Mobility (standing &amp; walking to liaise with clients, service depts. and contractors)</td>
<td>1 – 2 hours</td>
<td>frequent</td>
</tr>
</tbody>
</table>
10. EFFORT

Describe concentrated periods of auditory (hearing/listening); visual (seeing); perceptual (understanding / comprehending); and physical dexterity (finger/hand movements, eye/hand coordination, lifting, carrying, pushing, pulling, reaching etc.). For each example of effort, indicate the concentrated duration (less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time) and frequency (occasional, frequent, continuous).

<table>
<thead>
<tr>
<th>Type of Effort</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical dexterity (assisting with changes to room set-ups, delivery of meeting materials)</td>
<td>&lt; 1 hour</td>
<td>frequent</td>
</tr>
<tr>
<td>Working on a computer terminal (fine finger movements)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reading (hand-written instructions and event orders)</td>
<td>&lt; 1 hour</td>
<td>frequent</td>
</tr>
<tr>
<td>Writing and drafting (memo to contractor, typing event changes)</td>
<td>&lt; 1 hour</td>
<td>frequent</td>
</tr>
</tbody>
</table>

11. WORKING CONDITIONS

a) Describe the place(s) where work is performed such as office environment, laboratory, outside work site, etc. Also identify the number of hours (of the total hours worked per week) spent in the place(s).

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours spent as a total of hours worked per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offices</td>
<td>15/35 hours per week</td>
</tr>
<tr>
<td>Hallways and meeting rooms</td>
<td>20/5 hours per week</td>
</tr>
</tbody>
</table>

b) Describe any uncomfortable and/or distracting conditions in the work place(s) which an incumbent is exposed to on a regular basis and the frequency of the exposure. (e.g. interruptions, distracting noise, unpleasant odours, dust, drafts, inks, dyes, cleaning agents, toner for printers, temperature extremes, heavy dust conditions, wetness, fumes, vibrations, etc.)

<table>
<thead>
<tr>
<th>Uncomfortable Conditions</th>
<th>Frequency of Exposure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intermittions</td>
<td>Frequent</td>
</tr>
<tr>
<td>Distracting Noise</td>
<td>Frequent</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Potential Health or Safety Hazards</th>
<th>Frequency of Exposure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifting of heavy materials</td>
<td>Occasional</td>
</tr>
<tr>
<td>Dealing with complaints and/or verbal abuse</td>
<td>Occasional</td>
</tr>
</tbody>
</table>
### 12. CONTINUING EDUCATION
Check each description that applies.

- [ ] a) Does not require any continuing education.
- [x] b) Requires learning new university/department related procedures and/or methods.
- [ ] c) Requires learning new procedures and/or methods acquired through reading non-university/department publications.
- [ ] d) In addition to B and C, requires registration in formal seminars, training sessions, workshops, conferences, etc.
- [ ] e) In addition to B, C, and D, requires registration in post-secondary courses (one semester/equivalent).

### 13. QUALIFICATIONS
Minimum required to satisfactorily perform the work.

Formal education qualifications: identify the highest level of formal schooling required.

- High school graduation and general courses or training of moderate duration (one semester or equivalent) in word processing, database, and spreadsheet applications.

In addition to formal education, identify the certification or program of study required.

In addition to the above qualifications, the number of years of minimum experience are:

<table>
<thead>
<tr>
<th>Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
</tbody>
</table>

Check one:

- [x] An equivalent combination of formal education, certificate/program of study and experience is acceptable.
- [ ] An equivalent combination of education, certificate/program of study and experience is not acceptable because: (please explain)

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**Occupational Skills:** Identify skills specifically required to perform the work of the position.

- 45 wpm keyboarding skill with a high degree of accuracy.
- Ability to use word processing, database and spreadsheet applications (e.g. Word, FileMaker, Excel) at an intermediate level.
- Ability to use spatial drawing applications (i.e., Visio) at a basic level.
- Excellent organizational skills.
- Excellent interpersonal, oral and written communication skills.
- Excellent customer service skills.
- Excellent analytical and problem solving skills.
- Good spatial recognition abilities.
- Good knowledge of facility security methods and procedures.
- Basic knowledge of inventory control procedures.
- Ability to follow oral and written instructions precisely.
- Ability to work independently and meet deadlines.
- Ability to exercise mature judgment and initiative.
Occupational Requirement(s): Identify non-skill requirements to perform the work such as ability to work shifts and/or be on-call; ability to travel periodically outside the lower mainland; have a valid driver's license; ability to lift, move or carry equipment or materials over 10 kg; etc.

Ability to work early mornings, evenings and weekends as required.
Ability to work flexible and variable hours.
Ability to lift and move packages, cartons/boxes and furniture weighing up to 25 kg.

14. APPROVAL AND REVIEW

Evaluating Supervisor Approval: Information provided in the job description accurately reflects the requirements of the position.

__________________________________________  __________________________________________
Name of Evaluating Supervisor  Signature of Evaluating Supervisor

__________________________________________
Date

Employee Review: I have read and understand the requirements of the position.

__________________________________________  __________________________________________
Name of Employee  Signature of Employee

__________________________________________
Date