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

Provides client service and clerical support for Meeting, Events and Conference Services (MECS). Prepares meeting rooms for client occupation; assists clients with changes and additions to their on-site needs; drafts room set-up diagrams; and directs clients and client materials to and from campus loading bays. Plays a central role in greeting clients on-site and providing basic orientation to the campus. Liaises with Facilities Services, IT Services, catering, security and other campus service providers and monitors and troubleshoots all operational problems that occur in the successful running of an event. Provides primary support and assistance to Event Planners and Managers in the servicing of events on campus.

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 (room set-up, audio-visual, catering, client materials) pertaining to MECS events. Distributes supporting documents to service providers as needed to ensure the appropriate service can and will be provided.
- Prepares meeting and event spaces for client occupation based on the standards for each space.
- Liaises with IT Services, Facilities Services and catering to ensure that the room arrangements and food deliveries are setup as per work orders and reports, or attends to deficiencies for correction.
- Prepares and posts daily event and revised signage.
- Drapes and skirts registration, display and head tables. Removes linen and skirts following events and sets aside for laundry pick-up.
- Greets clients and provides basic orientation to the facility and its services.
- Responds to client requests for on-site changes to room arrangements, catering and audio-visual equipment. Assigns 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 departments for billing purposes.

- Records all changes and new requests regarding day-of event arrangements into the event management software (i.e., Ungerboeck) and informs Event Planners or Event Managers of revisions.
- Liaises with and maintains radio contact with support departments in order to respond promptly to additional and/or unexpected client requests.
- Performs routine checks throughout the day to ensure that all client requests have been attended to.
- Acts as main reception at the MECS office and provides clerical support by responding to inquiries for walk-in clients, answering the phone, filing, photocopying, receives and logs meeting materials delivered in person or by courier, directs clients and client materials to and from the loading bays, stores and delivers materials to the appropriate rooms and assists clients with the overnight storage of their materials as required.

**WEEKLY:**

- Ensures Security's weekly room unlock/lock report is accurate by checking information in Ungerboeck and identifying discrepancies.
- Ensures all room setup diagrams and work orders are complete and sent to Facilities Services for events, assisting Event Planners and Event Managers as needed with preparing room set-up diagrams using spatial drawing applications.
- Maintains office notice boards and filing system
- Sends client invoices by email to receive payment for services rendered
- Performs inventory counts of linens and compares current stock with amounts required, assisting Event Planners with ordering more as needed.
- Checks supply of paper for photocopy machine is adequate, assisting Event Planners with ordering more as needed.

**MONTHLY:**

- Checks meeting rooms and event spaces for deficiencies and reports them to Facilities Services.
- Assembles and organizes conference packages. Photocopies and organizes the registration desk during conferences (both on and off campus).

### 4. MINOR FUNCTIONS

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

Organizes and maintains the stock (e.g., stationery, room signage, sign holders) in storage rooms and the MECS main office.

Assists with mailing materials for MECS marketing by stuffing envelopes and preparing labels.

Rearranges tables and chairs to assist with short turn-around room sets.

Cleans tables, sweeps the floor and removes garbage in meeting and event spaces between events.

Assigns and checks the works of temporary staff hired to process conference registrations and assemble conference packages.

Performs other duties and responsibilities 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 evaluates 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>University Staff and Faculty/Associations &amp; Simon Fraser Student Society (SFSS)</td>
<td>&lt; 1 hr</td>
<td>Frequent</td>
</tr>
<tr>
<td>External Clients</td>
<td>&lt; 1 hr</td>
<td>Frequent</td>
</tr>
</tbody>
</table>
### 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>Facilities Services and Janitors</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>Security</td>
<td>&lt; 1 hr</td>
<td>Occasional</td>
</tr>
<tr>
<td>IT Services</td>
<td>&lt; 1 hr</td>
<td>Frequent</td>
</tr>
<tr>
<td>Creative Studio</td>
<td>&lt; 1 hr</td>
<td>Occasional</td>
</tr>
<tr>
<td>Other Service Departmental Personnel</td>
<td>&lt; 1 hr</td>
<td>Frequent</td>
</tr>
<tr>
<td>Off Campus Suppliers / Salespeople</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 arrangements can lead to client dissatisfaction.
- Lack of contact with client upon their arrival or throughout the day 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 Ungerboeck 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>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Mobility (standing &amp; walking to liaise with clients and service providers)</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<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>Reading (hand-written instructions and event orders)</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Lifting and moving packages, cartons/boxes up to 25 kg</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Draping/Skirting tables</td>
<td>1-2 hours</td>
<td>Occasional</td>
</tr>
<tr>
<td>Typing (fine finger movement)</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>Office</td>
<td>6/35</td>
</tr>
<tr>
<td>Hallways and meeting rooms</td>
<td>25/35</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 (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interruptions</td>
<td>Frequent</td>
</tr>
<tr>
<td>Distracting noise</td>
<td>Frequent</td>
</tr>
<tr>
<td>Office temperature (cold in winter/ hot in summer)</td>
<td>Occasional</td>
</tr>
</tbody>
</table>

**c)** Describe any potential health or safety hazards etc. and the frequency of exposure of each hazard. (e.g. dealing with complaints and/or verbal/physical abuse; noise levels that interfere with normal speech/hearing; toxic gases or materials; dangerous chemicals, combustibles, radioactive material; repetitive arm, finger, wrist movements or other activities that may result in a physical injury; high speed, pressurized equipment; high voltage; heights above five feet; bio-hazardous wastes, body fluids, etc.)

<table>
<thead>
<tr>
<th>Potential Health or Safety Hazards</th>
<th>Frequency of Exposure (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealing with complaints and/or verbal abuse</td>
<td>Occasional</td>
</tr>
<tr>
<td>Keyboarding</td>
<td>Frequent</td>
</tr>
<tr>
<td>Lifting heavy materials</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.
13. **QUALIFICATIONS**
Minimum required to satisfactorily perform the work.

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:

| 2 |  |

**Check one:**

- ☑ 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)

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

- 45 wpm keyboarding with a high degree of accuracy.
- Good knowledge of facility security methods and procedures.
- Basic knowledge of inventory control procedures.
- Good spatial recognition abilities.
- Excellent customer service skills.
- Excellent attention to detail.
- Excellent organizational and multitasking skills.
- Excellent interpersonal, oral and written communication skills.
- Excellent analytical and problem solving skills.
- Ability to work independently and meet deadlines.
- Ability to follow oral and written instructions precisely.
- Ability to exercise mature judgement and initiative.
- Ability to use word processing, database, spreadsheet and scheduling applications (e.g. MS Word, Excel, Ungerboeck) at an intermediate level.
- Ability to use spatial drawing applications at a basic level (e.g. Visio).

**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 flexible and variable hours, including early mornings, evening and weekends as required.
- Ability to work at all campuses (i.e., Vancouver, Burnaby, Surrey) and off campus locations as required.
- 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.

<table>
<thead>
<tr>
<th>Name of Evaluating Supervisor</th>
<th>Signature of Evaluating Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

**Date**

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

<table>
<thead>
<tr>
<th>Name of Employee</th>
<th>Signature of Employee</th>
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<tbody>
<tr>
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<td></td>
</tr>
</tbody>
</table>

**Date**