



**Student Operations Assistant**  
**Lakeside Village**  
**Job Description**

**Function:**

The Student Center Complex Operations staff is a service oriented unit responsible for the daily operations of the Lakeside Village and associated facilities including the Housekeeping, Audio Visual Support, Information Desks, reserved space setups, and general monitoring of the building and grounds. The operations staff ensures the proper use of the student center, the safety and well-being of patrons, and compliance with facility use and related policies and procedures.

The Lakeside Village Operations Assistant is responsible for aiding the Sr. Facilities Coordinator for all areas of operation on weekdays and weekends.

**Qualifications:**

- In good academic standing with the University
- Excellent communication and organizational skills
- Ability to carry out instructions effectively
- Work cooperatively with a team
- Self-motivation

**Responsibilities:**

- Act as a representative for the Lakeside Village, the Office of Conference Services and the University of Miami.
- Coordinate with Lakeside Village services and staff to meet client needs.
- Set up and break down events (Moving furniture to configure the requested setup).
- Operate AV equipment (e.g. Microphones, sound/light systems, setting up VGA/HDMI, etc.).
- Hourly room checks to keep record of the number of people using each facility, as well as to ensure facilities are well-kept and free of any issues
- Ensure patron safety by monitoring conditions and reporting hazards and mechanical problems promptly.
- Coordinate maintenance of facility and equipment.
- Keep storage areas organized and safe.
- Articulate and enforce building and employee policies and procedures.
- Attend all required training and development sessions.
- Perform other duties as assigned.

**Commitment:**

This position requires a minimum of 8 hours per week and a maximum of 20 hours per week. Beginning and ending dates to be determined by the Supervisor. Attendance at all training activities and manager staff meetings is required. Prior to the start of fall semester, training typically begins ten days before the start of classes and lasts approximately one week. Work also needed in the evenings and weekends.

**Supervision Received:**

The operations assistant to the student supervisor and Sr. Facilities Coordinator.

**Educational Opportunities:**

Gain an understanding of what goes on behind-the-scenes of an event; Knowledge of facility management; Knowledge of AV equipment; organization and communication skills; Customer service skills; Crisis management and problem solving skills.

**Requirements:**

Must be able to perform moderately heavy physical duties (i.e. lifting and setting up equipment). Knowledge of AV equipment preferred.

**Salary:**

Starting salary for this position is \$11.50 per hour.