UNIVERSITY *of* WASHINGTON

OFFICE OF MINORITY AFFAIRS & DIVERSITY
Samuel E. Kelly Ethnic Cultural Center

STUDENT RESOURCE COORDINATOR
JOB DESCRIPTION

$10.10HOUR, ONE YEAR COMMITMENT REQUIRED (September 2015 - June 2016)

The Kelly Ethnic Cultural Center
In support of the University of Washington goals, the Kelly Ethnic Cultural Center (ECC)promotes an inclusive and educational environment by providing programs and services which enhance the communication and exchange of multicultural perspectives and values. The Kelly Ethnic Cultural Center provides programs and a learning environment where students and student organizations collaborate, develop, and implement programs while building leadership and organizational skills.

Duties and Responsibilities
The ECC **Student Resource Coordinator (SRC)** provides crucial support for the professional staff by coordinating the daily operations of the ECC facility during specified working hours. Duties include customer service support, assistance in the reservations process, basic operation of theatre facilities and the setup and teardown of conference room furniture and equipment for programs, events and activities. SRCs work **16-19.5 hours per week** and must be available to work **evenings and weekends**. The SRC will also assist the professional staff with special projects for this office.

Duties Include:
- Assisting the Operations and Facilities Coordinator with reservations intake, client communication and overall coordination of reservations
- Oversee ECC facility and coordinate activities during evening and weekend hours
- Setting up and breaking down rental spaces according to daily schedule(s)
- Greeting daily visitors and assisting them with navigation of the ECC's resources and services
- Oversee and enforce Equipment Check Out policies and procedures and report all equipment use to Reservations nightly
- Communication and enforcement of ECC policies, procedures, and processes
- Performing clerical and computer work as assigned (including photocopying, mailing, data entry, equipment tracking and processing reservations)
- Answering a multi-line telephone and taking messages
- Assist in maintaining, organizing and updating office files and records

- Facility maintenance including cleaning, recycling, updating bulletin boards, clipboards and fliers and maintaining general use areas including the conference rooms, kitchens, computer lab and student lounge for clean and safe use
- Collect fees and rental payments, gather hourly facility usage statistics, enter data into databases and/or online spreadsheets
- Attend quarterly student staff meetings and as arranged by the supervisor
- Attend <u>mandatory training sessions</u> (including New Employee Orientation, operation trainings, health & safety trainings, etc.)
- Attend mandatory ECC events and programs throughout the year
- Other duties as assigned by supervisor related to the operation of the office, including special projects

Minimum Qualifications Required
- Available to work <u>evenings and weekends a must</u>
- <u>Ability to attend mandatory ECC staff training, and some events and programs that may be outside of regular work schedule</u>
- Desire to work and learn in a multicultural environment
- Reliability: arrive to work on time, adhere to scheduled hours and work without direct supervision
- Ability to work independently and as part of a team
- Strong customer service orientation and professional demeanor
- Extremely detail-oriented, organized and efficiency-driven
- Ability to prioritize workload and plan an effective daily routine
- Ability to communicate effectively verbally and in writing
- Ability to understand and communicate policies and procedures to students and visitors
- Ability to multi-task and perform multiple actions simultaneously with interruptions
- Ability to adhere to deadlines
- Ability to lift 10-20 lbs of weight, ability to carry 5-10 lbs of weight
- Some knowledge of Microsoft Office applications (Word, Excel, PowerPoint)
- Some knowledge of PC and Macintosh computers and printers
- Ability to learn facility maintenance procedures, troubleshooting skills, technical and theatre procedures and various software programs
- Understanding of basic event technology (data projector, laptop, PowerPoint), or ability to learn quickly
- Use of UW Google Apps and Google Calendar will be required; prior use or knowledge preferred but not required.
- Some knowledge of ECC operations, philosophy and purpose preferred

Reports to: ECC Operations and Facilities Coordinator

Educational Benefits
The Student Resource Coordinator will have the opportunity to develop critical-thinking and problem-solving skills, enhance customer service abilities and become familiar with a broad

range of software programs and audiovisual equipment. Student Resource Coordinators also have the opportunity to develop organizational, logistical and communication skills by interacting with students, staff, faculty, and the general public in a multicultural environment.