Title: EMS Coordinator Assistant
Area: CU Event Planning and Catering
SA Level: SA II
Pay Rate: $16.85/hour starting

Schedule: 20 hours per week – remote and in office (not required but available) one day a week when EMS Coordinator is on campus.

Eligibility: Must be enrolled in 6 credit hours for undergraduate students, 3 credit hours for graduate students. Summer eligibility requirements also apply.

Work Study: Welcomed, but not required

Application Deadline:

Description of Work Area
UMC 308 is a standard office space, Student Employee will utilize an issued Windows PC Laptop for their work. The position is a desk job that requires regular data entry plus focused, precise and, at times, repetitive computer work.

Position Description
The EMS Coordinator Assistant/EP&C Student Intern plays an important role in the overall success of the CU Events Planning & Catering Office. This position will collaborate with the CU EP&C Student Supervisor and the EMS Coordinator. They are responsible for scheduling non-academic events and confirming web requests in UMC rooms and centrally controlled classrooms in EMS and 25Live software. In addition to reserving spaces, tasks include assigning new web users their customer files, running specific reports for regular data import schedules and special projects as needed. Student employees are encouraged to seek additional trainings of interest from their employment and fulfill required trainings offered through the UMC.

Position Duties and Responsibilities
- Utilize tools in EMS (Event Management Software) for data entry, reserving spaces, generating reports and assisting the EMS Coordinator with managing back-end data maintenance.
• Utilize 25Live (classroom scheduling tool).
• Complete all required trainings for UMC student employees.
• Act as intern back-up for CU Events Planning & Catering office with tasks including, but not limited to, appropriately routing and responding to client requests via email and phone; helping walk-in customers; using computer software to enter catering orders, make room reservations for various locations across campus and create event diagrams; Assisting full-time staff with projects and tasks.

Required Skills
• One year of experience in customer service
• Familiarity with EMS and 25Live software
• Professional, punctual and personable
• Ability to multitask and have the ability to work independently
• Excellent attention to detail for checking accuracy and proofreading during imports
• Ability to prioritize projects that may be time-sensitive
• Excellent time management

Preferred Skills
• Strong customer service skills
• Computer experience (data entry and typing helpful)
• Strong problem-solving skills
• Ability to work well under pressure with deadlines

Learning Outcomes
The UMC is dedicated to supporting the learning and development of the whole student. We strive to provide training opportunities as well as coaching and evaluation feedback for all of our student employees. The UMC also understands that student learning and development is a dynamic process and the student holds the responsibility for engaging in these opportunities.

While at the UMC, you can expect to gain experience in the following areas:

• Communication and interpersonal skills: practice active listening and receiving feedback, engage in empowered conversations with supervisors and colleagues, create clear and effective communications in person and in writing, and learn to positively represent the UMC and our mission.

• Problem solving: proactively address issues in your work area and develop critical thinking abilities, conflict and crisis skill management, seek support from your team, develop confidence and autonomy in your role and follow through on projects.
- Professionalism and leadership: exhibit responsible decision-making and personal accountability. Dressing appropriately for your role, exercising leadership in job responsibilities, practice with professional development, following UMC professional guidelines for timekeeping, work hours and working with the public, practice with time keeping software.

- Creating a safe and inclusive environment: learning to encourage and promote a welcoming environment in the UMC, attending Diversity trainings, contributing to creating inclusive spaces and supporting the Student Affairs Division inclusion statement.

**Job-specific Learning Outcomes**
- **Communication:** Practical experience in effective written and verbal communication with coworkers, customers and supervisors.
- **Practical Competence:** Opportunities to learn responsible work habits and engagement in the UMC mission and purpose of the Events Planning & Catering Office.
- **Initiative:** Office duties provide the employee occasions to take initiative and follow through with projects on their own.
- **Leadership:** Office duties will provide the employee times to problem solve and show leadership with faculty, staff and students.
- **Interpersonal Skills:** The employee will understand the campus culture and apply good customer service practices.
- **Cognitive Complexity:** The employee will understand and apply good judgment with respect to time management and decision-making.

**Required trainings for position**
- UMC New Student Employee Orientation
- Diversity training (one per year)

**To apply for this position**, you must fill out an application by visiting the UMC Jobs website at [www.colorado.edu/umc/jobs/student](http://www.colorado.edu/umc/jobs/student).

**Job Posting Contact**
Amanda R. Taylor; amandat@colorado.edu 303-492-1262
UMC Mission Statement
As the heart of campus, the UMC supports students’ academic success by providing opportunities for student involvement, leadership development and entertainment in a welcoming and inclusive environment.

UMC Values
The following core values guide the decision-making and planning of the UMC:

- Diversity and inclusivity
- Engagement with the CU Boulder community
- Honoring veterans
- Quality facilities, programs and services
- Student development
- Sustainability

Student Affairs Inclusion Statement
The Division of Student Affairs values the diverse backgrounds, histories, identities and life experiences of every member of our community. We strive toward inclusive excellence in making our policies, processes and actions socially just and equitable. We celebrate and embrace differences. We are committed to welcoming and including diverse groups and perspectives in building a climate in which all members can thrive in an environment where they feel at home, welcome and safe.

THE UMC is an Equal Opportunity Employer
The UMC does not discriminate in any condition of employment based on race, color, national origin, sex, age, disability, creed, religion, sexual orientation or veteran status.

Background Checks
The University of Colorado Boulder is committed to providing a safe and productive learning and living community. To achieve that goal, background checks for this position may be conducted.