

General Job Positions – Driscoll Student Center

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UNIVERSITY of
DENVER

STUDENT LIFE
Driscoll Student Center

Student Customer Service Representative (Job ID# 4243)

Rate of Pay: \$10.00/hour

Duties: Provide customer service to guests of the Driscoll Student Center. Answer telephone calls and greet walk-up customers providing accurate information or redirect them to the appropriate staff or office for assistance. - Project a professional and friendly image striving for exceptional customer service at all times. Assist clients completing event request forms, bridge banner scheduling, and posting approval. Insure clients are informed of our policy and procedures and all forms are properly completed and distributed if appropriate. - Communicate questions, concerns, information you don't know, and suggestions in a timely manner to the management. Distribute Explore Denver tickets in accordance with program policy.

Ticket Office Assistant (Job ID# 10275)

Rate of Pay: \$10.00/hour

Duties: Responsible for serving the University of Denver community by selling event related tickets and assisting with the management and ticket operations of the Explore Denver Program. Duties include, but are not limited to: Work with a variety of local businesses to order group rate tickets to events in the Denver community, such as: Aquarium, Denver Center for Performing Arts, Colorado Rockies, and other. Work with Program Administrator to manage the budget and set priorities for tickets based upon assessment information. Manage the University Tickets software application for ticket sales, event entry, credit card sales, reporting and other functions. Provide training to student employees on the use of the software program and other procedures required for ticket sales. Process all ticket orders and maintain inventory of tickets. Manage will call operations and all special event ticket sales. Support marketing and promotional projects for ticketed events. Provide outreach by tabling at the Driscoll Bridge and student events. Update the Facebook page to promote available tickets. Maintain a log of tickets that have been distributed.

Operations Assistant (Job ID# 4659)

Rate of Pay: \$11.00/hour

Duties: The Driscoll Student Center is looking for responsible student employees to work on the Driscoll Operations Crew to ensure proper setups of events scheduled in the Student Center. The position is responsible for meeting and event set ups in the Driscoll Student Center, proper use and storage of the Centers equipment, and other operations tasks as assigned. Each employee will be required to attend a weekly meeting, to discuss upcoming set up details and the event schedule. At this time employees will sign up for event setups as their schedule allows for the following week. Hours may vary from week to week and will require late evening setups at times.

Student Reservations Coordinator (Job ID# 10276)

Rate of Pay: \$11.00/hour

Duties: Provide primary support for Campus Facility Space Reservations by Student Organizations and Campus Departments. Review space reservation requests for facilities and assign spaces as appropriate with a high level of customer service. Coordinate with facility space managers to provide meeting and event spaces for student organizations. Provide information to the campus population at outreach events and tabling on the Driscoll Bridge. Update LCD monitors with advertisements provided by customers. Provide training and assistance to users of the 25Live campus reservation system. Provide primary reservation assistance in the absence of the Assistant Director. Other Duties as assigned.

Student Building Manager (Job ID# 4257)

Rate of Pay: \$11.00/hour

Duties: Provide oversight of Driscoll Facilities and understand and be able to communicate the policies and procedures of the Driscoll Student Center to its customers and visitors. Be on call with the provided cell phone/iPad in the building during entire shift for assistance with building or event details. Check meeting and event setups to be sure they are done correctly. Conduct building rounds checking for maintenance and other issues. Act as back up and support for the Information Desk and Operations Staff. Report maintenance and custodial issues to the Driscoll Center Assistant Director. Assist Campus Safety, Fire Department, Police and/or other safety/emergency personnel in the handling of emergency, health/safety and building evacuation situations that may occur in the Center. Attend to the requests of students, staff and customers using the services and facilities of the Driscoll Center and communicate staff and operations issues to the Assistant Director in a timely manner. Complete a written Building Manager's Report form during each on-duty shift. Provide oversight to student employees while on shift.

Student Event Coordinator (Job ID# 14140)

Rate of Pay: \$11.00/hour

Duties: Provides primary event support for Driscoll Student Center events and activities. Actively seeks out collaboration opportunities to increase activity and event programming as well as art displays in the Driscoll Student Center. Coordinate and implement ongoing weekly and monthly event activities such as Karaoke, bagels on the bridge, Driscoll Community Gatherings, Student Employee banquet and awards receptions and any other events sponsored by the Driscoll Student Center. Provides backup support for marketing outreach events. Publish events to university calendars and coordinate social media and all direct marketing efforts for Driscoll Events.