Amherst College  
Office of Human Resources

JOB DESCRIPTION

Title: **Supervisor of Event Support Services**  
Department: **Custodial Services**  
Reports to title: **Director of Auxiliary Services/Facilities**  
Full Time: **X**  
Part Time: **_____**  
Date Prepared: **10-9-19**  
Job Group & Level: **SM-2**  
Regular Daily Work Schedule: **____ to ____**  
Pay Type: **Weekly**  
**X**  
**Monthly**  
Months Per Year: **12**  
Hours Per Week: **40**  
(Summer Months)  
Months Per Year: **_____**  
Hours Per Week: **______**

1. **Summary of Position:**

The Supervisor of Event Support Services oversees and supports the efforts of Special Services and Custodial Services to set up special events, move offices, and provide general trucking both on-campus and off-campus. This position is the contact person responsible for obtaining detailed information regarding special events and office moves. The Supervisor of Event Support Services directs the work and activities of several Custodians and staff within the Special Services department and works closely with other shops and departments.

Our work is central to student life and their needs occur at a variety of times throughout the day, week, and year and in such, a flexible schedule with extended shift times may be required. This person must be able to work weekends or extended hours to support special events or last minute requests.

The Supervisor of Event Support Services takes appropriate actions to support a diverse workforce and participates in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

2. **Principal Duties and Responsibilities:**

45% - Supervision and Workflow Planning
- Oversee and direct the work of Custodians, Special Services Generalist, Warehouse Coordinator, and occasionally additional staff for larger projects and events.
- Make decisions around logistical needs, planning and preparation, staffing levels, and timelines for various events.
- Communicate expectations, resolves issues, and direct workflows.
- Monitor progress on events or projects and adjust staffing/expectations as needed.
- Review and assess special requests for events and collaborate with other departments/shops.

35% - Event Support
- Act as liaison for Facilities when coordinating large events.
• Work with vendors in providing support materials that are not in inventory (chairs, tents, etc.)
• Reserve spaces for events, including outside spaces if needed.
• Follow appropriate College guidelines for all processes, projects, and events.
• Manage and maintain inventories of chairs, tables, hand-trucks, dollies, specialized tools, etc.

10% - Trucking
• Perform safe operation of college vehicles, in most cases drive a truck that exceeds the gross weight of 10,000 pounds.
• General trucking duties include but, not limited to, transporting furniture, appliances, custodial supplies, books, office moves, and mailings.
• May travel out of state for pick up of donated items.

5% - Perform general custodial duties necessary during office moves and when short staffed. Maintain storage spaces, and monitor equipment which includes Amherst College vehicles to insure they are kept in good working order.

5% - Perform other duties / functions as requested, including special or emergency needs.

All employees are expected to participate in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

3. Internal-External Interaction/Communication:
Straight forward operational interactions with students, parents, faculty, coaches and staff. This position may also interact with people outside the organization for example: Summer Program groups, vendors, and contractors providing, obtaining and receiving information.

4. Education: (include certifications and licenses)
Required:
• Valid Driver’s License and successful credentialing is required in order to operate college vehicles
• Valid Dot Medical Card or the ability to obtain within 3 months
• Valid Pool Operator certificate or the ability to obtain within 3 months
• High School diploma or equivalent

Preferred:
• Associate’s Degree

5. Experience: (List specific skills necessary to perform this job)
Required:
• 2 years of related experience
• Demonstrated supervisory and/or leadership skills
• General knowledge of equipment maintenance and repair
• Basic knowledge in operating hand tools necessary for assembling and moving items
• Basic familiarity with computer usage, including email and internet
• Strong customer service, organizational and time-management skills including the ability to plan, organize and multi-task when priorities change frequently
• Demonstrated verbal and written communications skills including ability to follow written and verbal instructions
• Commitment to diversity and inclusiveness
• An acceptable criminal offender records information (CORI) check
• Successful completion of pre-employment physical and lift test

Preferred:
• 1 year of related vehicle operation and equipment use
• 5 years’ experience with event logistics and supervisory experience

DOT Requirements for operating a CMV (operation of a vehicle in excess of 10,000 lbs (GVWR, or more than 9 passengers):
• Completion of CMV Driver Application
• Able to read and speak English
• Employment verification for preceding 3 years
• State driving record
• Driver History Check for preceding 3 years
• Complete a road test
• 21 years or older
• DOT physical certifying the operation of vehicles weighing more than 10,000 pounds.
• Drug and alcohol test

6. Environmental and Physical Demands: (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

• Lift, push, pull and / or carry up to 50 lbs. or more with assistance
• Repetitive motions including fingers, hands, wrists, arms, feet and knees
• Movements include reaching, kneeling, bending, crouching, crawling, ascending/descending stairs
• Standing, sitting and walking for extended periods of time
• Visual-close concentration / manual dexterity
• Outdoor elements including exposure to fluctuations in temperature and weather conditions

7. Decision Making:
Perform supervisory and management activities as directed by the Director of Custodial and Auxiliary Services including:

- Address performance issues
- Provide feedback for planning events
- Developing work assignments
- Hiring staff, both full time and casual

8. **Supervision Exercised/Received:**

Moderate supervision received.

Supervisory Responsibility:  Yes  **X**  ____  No  _______

Number of Employees Supervised:  12 (occasionally more for large events)