POSITION DESCRIPTION

The individual in this position provides general office and event scheduling support for the Conferences & Events staff. Serving as a key representative of the department, the Office Support Specialist will be expected to professionally and efficiently address the needs of visitors and incoming information requests by phone, email and in person. In addition, this individual schedules basic events for student groups, PSU departments, and University guests and assists all office staff with tasks and projects upon request.

Duties include:

- To respond to inquiries from the PSU community and the general public, both in person and on the phone
- To schedule and support events in the Smith Memorial Student Union that require only a small amount of pre-event planning
- To assist with special projects
- To assist with scheduling departmental meetings
- To assist with filing and correspondence

The Office Assistant will be the primary/first person to complete/receive the following tasks:

- process incoming mail and e-mail (daily)
  - sort & distribute mail for office staff
- sort and respond to e-mail inquiries
- organize work areas
- assist office staff with other projects as needed

Preferred skills and experience

A successful office support specialist will possess the following skills and experience:

- Must be flexible with hours of availability.
- Knowledge of Portland State University.
- Office experience: phones, pagers, faxes, word-processing, databases, calendar management.
- Ability to multi-task
- Strong verbal communication.
- Positive, engaging attitude.
- Must be a self-starter AND a team-player.
- Willingness to assist in any way possible

EXPECTATIONS

It is the expectation of Conferences & Events that the front office staff maintain the following procedures at all times.

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Key Results Areas</th>
<th>Key Performance Indicators</th>
</tr>
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</table>
| Undertake front office/reception duties    | 1. Promote the department  
                                           | 2. Communicate so as to achieve objectives of the department and resolve customer and guest complaints. | 1. Ability to articulate the services provided by Conferences & Events and Auxiliary Services  
                                           | 2. Demonstrate competency in all operational aspects of reception including meeting scheduling, distributing mail, filing, and answering the phone, etc.  
                                           | 3. Whenever possible, guest/customer complaints and requests will resolved on the spot, whether by referral or scheduling. If unsure how to assist a guest/customer refer them to a supervisor.  
                                           | 4. All inquiries are recorded, date stamped, and immediately forwarded to the appropriate individual. |
Provide excellent customer service

1. Meet and farewell guests
2. Knowledge of PSU facilities and services

| Maintenance and security | 1. Front office and supply areas are professional, clean and tidy at all times | 1. Office hours are 8 am to 5 pm. The reception area will be staffed throughout the day. |
| 2. Premises are staffed or secure during office hours | 2. All walk-in requests and complaints relating to scheduling and/or operations will be logged. |
| | 3. Office is inspected daily for appearance and cleanliness, with any adjustments (i.e. cleaning) made during the inspecting employees shift. | 4. Permanent signs should reflect professionalism |
| | | 5. Reading materials should be up to date. |
| | | 6. Any plants in office should be watered weekly. |
| | | 7. Lobby/waiting area kept clear of clutter and trash. |

It is also the expectation of Conferences & Events that front desk employees will arrive on time for their scheduled shifts. Shifts can range from a few hours to the full work day, depending on an employee’s availability. If the employee falls ill and is unable to be on time to attend their shift, it is the expectation of Conferences & Events that the employee will make the appropriate effort to notify their supervisor by phone. In the event of a planned vacation, Conferences & Events expects that the employee will notify their supervisor of the absence with enough time to secure proper coverage of the front desk.

The Office Support Specialist position entails multi-tasking and a busy workflow. It is the expectation of Conferences & Events that the employee will take responsibility for their work and ask for help when needed. The employee should familiarize themselves with Conferences & Events policies and procedures to make communication with clients as smooth as possible. It is the expectation of Conferences & Events that the employee will make every effort to locate information prior to seeking assistance from other Conferences & Events staff. The employee will be provided with the Student Employee Handbook as well as electronic information pertinent to communicating Conferences & Events policies and procedures. The employee can expect that every effort will be made to communicate new or developing policies as soon as they are available.

TRAINING SCHEDULE

All “in-training” shifts will be scheduled alongside a learned and trustworthy student employee. The new employee can expect that the following procedures will be reviewed during the training period. It is encouraged that new employees do whatever is necessary to assist themselves during training. This includes note taking, securing hard copies of complicated procedures, etc.

Day One:

□ Fill out all necessary hiring paper work.
  o HR Employee Information Form
  o HR I-9 Form
  o HR W4 Tax Form
  o C and E Employee Emergency Contact Information

□ Acquaint new employee with office
  o Tour of space
  o Introductions and explanation of staffing structure

□ Introduce new employee to EMS and other software programs required for work in C&E office
  o EMS functionality
  o Thunderbird set-up
  o Meeting Maker tutorial
    ▪ Insure that employee is allowed proxy to appropriate staff members

□ Demonstrate how to schedule each type of event (Internal, External, and Student Group) using EMS
Review student scheduling “script” and provide copies of Building Flowchart and Smith Usage Policy.

- Explain key policies during demonstration of scheduling
- Allow new employee to practice with a number of requests, carefully guiding them as they become familiar with the process.

- Go over how to log in requests from Thunderbird
- Review Meeting Maker scheduling for internal meetings
- Show phone functionality (hold, transfer, etc.)
  - PSU Directory review for unknown numbers and emails
  - Order Telecom long distance code and phone log-in
  - Explain phone protocol with scheduling requests and general inquiries
- Homework: Ask new employee to review the student handbook. Allow them to take it home for a detailed review on their own time.
  - Provide additional copies of the Building Flowchart and/or Smith Usage Policy for employee reference during work hours.
  - Go over SMSU contact list for important phone numbers and email addresses
  - Encourage them to refer to the manual during their shift if they come across a question or concern.

Day Two:
- Make sure new employee knows how to get started when they arrive for their shift
  - ie. Clocking in, starting up computer, locating relevant programs
- Allow employee to practice scheduling throughout their second shift
- Answer any questions the employee might have as they arise. Elaborate on any procedures that might alleviate their confusion or initial difficulty.

Remainder of Initial Weeks:
- Guide new employee as they learn the ins and outs of scheduling on campus.
- Explain any office operations not pertaining to scheduling, if necessary.
- Provide employee with paper copy of timesheet for first pay period. Go over pay periods and Banweb timesheet.
  - Set-up employee as new EPAF entry for future pay.

It is expected that all front desk employees become familiar with the policies and procedures outlined on the following pages.
Meeting rooms in the Smith Memorial Student Union are available for use by student groups, PSU departments and non-PSU organizations and businesses. Requests for meeting room space must be made to the Conferences & Events Office (503 725-CONF, conferences@pdx.edu) via either the paper or online request form (http://www.pdx.edu/cegs/form). Requests are processed on a first come, first served basis, though large annual PSU events may be scheduled several years in advance. Once an event request has been processed, a confirmation will be sent to client by e-mail by the Event Coordinator, the person assigned by the Conferences & Events Office to facilitate the client’s space, equipment and other material needs.

**Building Hours**

Monday-Saturday: 7am-10pm  
Sunday: 9am-6pm  
Closed on all state holidays
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Clients

Clients are divided into three distinct user groups, each with different privileges and liabilities: Student Groups, PSU Departments and External Users.

**Student Groups** are groups officially recognized by Student Activities and Leadership Programs (SALP) as having met the formal requirements for being a student organization. They may use space and equipment in the SMSU free of charge, though charges may be applied for extra labor costs associated with their event. All events booked by student groups must be approved by their SALP Advisor.

**PSU Departments** are academic and non-academic PSU departments that have been granted a university index code. They may use space in the SMSU for a nominal set-up fee and must pay for equipment use at a reduced rate.

**External Users** are any organization or individuals that are not recognized as Student Groups or PSU Departments. They must pay full rental rates for both SMSU space and equipment.

**Guidelines for determining the status of a student group event**

An event is considered to be a student group event only if all of the following are true:

1. A student group index number is given to pay for any expenses arising from event.

2. The event is not part of a series previously hosted by a non-student group.

3. The event would not occur if not hosted by the student group.

4. Student group members are the primary planners and organizers of the event.

If any student group event is later determined to have not followed one or more of the above guidelines is subject to the Misrepresentation Policy.
Restrictions of Use

Marquee Space Reservation Policy for Student Groups and Internal Departments:
Marquee spaces, i.e. the Smith Ballroom, Parkway North, 327-9 and Hoffmann Hall may be reserved by a department or student group for one event per school term. If the event in the marquee space is a conference, it may extend for no more than three days and those days must fall on consecutive dates. Additional events in marquee spaces may be requested, but requesting organization will be charged for additional bookings at the internal rate for the space requested. If rehearsal time is needed in the space where an event is already booked, one rehearsal per event will be granted, assuming the space is not needed for another event on the rehearsal date.

Weekly Meeting Policy:
Student groups and internal departments are entitled to two regular meetings of a maximum duration of two hours per meeting. Any additional needs for regularly occurring meetings in the Smith Union will incur charges at the internal room rate.

Academic Classes and Related Events:
Academic classes and events where attendance is required for academic classes must either be booked in academic spaces, or if booked in the SMSU, the event will be billed the full internal rate. An academic class is defined as any class that has been issued a PSU CRN number.

Memorial Services:
All memorial services at PSU must be billed at the full external rate, even if requested by a PSU Department or Student Group.

Outdoor Vendor Tabling:
There are three 10x10’ outdoor spaces available to rent to external vendors. All spaces are outdoors between Smith and Neuberger Hall and do not come with tents. Renter must arrange for their own tent if weather is a concern. All table vendors must set up within their assigned 10x10’ space and may not set up under skybridge. No service that requires the signing of a contract (i.e. credit cards, cell phone plans, gym memberships) may use outdoor table vending spaces. There’s a limit of 5 outdoor table rentals per group per academic term. Internal PSU departments and student groups may also book outdoor table spaces.
Cleaning and Room Damage Policy:
Furniture set-up, vacuuming/mopping and emptying the waste receptacles are included in your reservation. Additional labor fees may apply if extra cleaning is required to clear furniture or floors of leftover debris, or to clean walls. Damages to room caused by event are the responsibility of the user and may be added to the cost of the event.

Misrepresentation Policy:
Space reserved by a group is reserved for that group only and specifically for the purpose of the event as requested. Groups may not sublet or give away their reserved space directly to another group or use their reserved space for an event other than that which was requested. If a confirmed event cannot be held, the event must be canceled as per the cancellation policy and any alternate event to be held in the space must be requested separately. Events that are scheduled but do not occur are subject to the cancellation policy and its penalties. Events that are misrepresented or that are being advertised for different purposes than were requested may be cancelled by the Event Scheduling Office.

Cancellation Policy:
All cancellations of meeting rooms must be received by in writing, i.e. via e-mail, at least ten business days prior to the event, or within 72 hours of receiving confirmation for event. Marquee spaces must be cancelled at least 30 days prior to the event. Events cancelled after these deadlines up until the day before the event will be charged 50% rental of the space. Events that neither occur nor cancel prior to one day before event will be considered “no-shows.”

Indemnification Policy:
Group shall be responsible for all damage to property, injury to persons, and loss, expense, inconvenience, and delay which may be caused by, or result from, the conduct of work under this Agreement, or from any act, omission, or neglect of Group, its officers, agents, or employees. If, during the terms of this Agreement, the Premises or any portion of the Premises or grounds are damaged by the act, default, or negligence of the Group or its agents, employees, patrons, or any other person or persons admitted to the Premises by the Group, the Group shall pay to Portland State University, upon demand, such a sum as shall be necessary to restore the Premises to their original condition. Group shall indemnify and hold harmless the
SMSU Usage Policy — Restrictions of Use

State of Oregon, the Oregon University System, the State Board of Higher Education, PSU, and their agencies, subdivisions, officers, employees, subcontractors, and agents from all claims, suits, actions, losses, damages, liabilities, costs and expenses of any nature resulting from or arising out of, or relating to the activities or omissions of Group or its officers, employees, subcontractors, or agents acting under this Agreement. Neither Group nor any attorney retained by Group shall defend a claim in the name of the State of Oregon or any agency of the State of Oregon, nor purport to act as legal representative of the State of Oregon or any of its agencies, without the prior written consent of the Oregon Attorney General. The State of Oregon may, at its election, assume its own defense and settlement.

No-Show Policy

A. Student Groups

Student group events in which the room is not used as scheduled, or that are not canceled as per the cancellation policy, are considered "no-shows." The penalty for no-shows are as follows:

1st no-show: A written warning will be sent to the student group by the Conference & Events.

2nd no-show: Student group will be charged full price for room, or barring payment, will lose event scheduling privileges for remainder of school year.

3rd no-show: Student group will be charged full price for room and will lose scheduling privileges for remainder of school year.

Marquee space: First no-show at a marquee space (Smith Ballroom, SMSU 327/8/9, Hoffmann Hall, Parkway North) will result in loss of scheduling privileges of marquee spaces for the remainder of the school year.

B. PSU Departments and External Users

No-shows will be charged full rental value for the reserved space and equipment.

Campaign Events:
Events involving the promotion of a political candidate or a ballot measure may be held in the SMSU, but in accordance with state law, the organization must be billed the full external rate for use of the space and equipment, even if the event is being requested by a PSU department or student group.

**After Hours Events:**
An organization requesting an event that will extend beyond building hours must fill out an After Hours Request form and abide by the terms of the approval or refusal. Requests to extend beyond midnight will only be considered for events requested by University programming that are integral to the University's core operations.

**Unforeseen Closures:**
In the event of unforeseen closures of the University for inclement weather, security emergencies or other reasons, the University reserves the right not to host events scheduled during the period of closure. In the event of an unforeseen closure, the client will have the option to either reschedule the event for a later date, or cancel the event without penalty.

**Computer Network Access**

Access to the University computer network is available in each meeting room in SMSU via a hardwired connection. Most spaces in SMSU have wireless network access, but signal strength may vary by location.

To connect to the network:

1. Bring a computer with ethernet capability and a 10BaseT connector cable with an RJ45 plug. Your computer should have browser software to access the Internet, and any other specialized software you need to access University restricted servers.

If using a computer with wireless capabilities, please refer to the manufacturer's instructions on how to connect to a wireless network.
2. Upon connecting to the network, you will be prompted to provide your ODIN account and password. If you are an outside user and do not have an ODIN account, contact your scheduler in advance, and a temporary account will be created for you.

The University network utilizes a DHCP service, which provides an IP address to each computer plugged into the system. On a Macintosh, go to the Appletalk control panel and connect via Ethernet. Then go to the TCP/IP control panel and in the setup dialog set configure to Using DHCP Server. (You may have to restart after this.)

On a Windows based computer, go to the Control Panel, Network, find TCP/IP Protocol, and check the box Enable Automatic DHCP Configuration. Restart the computer. (The path may be different depending on the particular version of Windows.)

**Food Service**

PSU Dining (503 725-4427, catering@pdx.edu) is the exclusive caterer for all events in the SMSU and all catering must be coordinated through PSU Dining. Small, private non-catered events involving food, i.e. potlucks, brownbags, bake sales may bring in their own food without obtaining prior permission.

**Potluck:**
Any event in which food is supplied by members of a small (numbering less than one hundred attendees), fraternal organization for the consumption of members of that organization only. Food service which is open to non-members and the general public will not be considered a potluck.

**Brownbag:**
Any event in which there is no organized food service, but in which attendees may or may not bring their own food for their own personal consumption.
Bake Sale:
A Bake Sale is an event in which baked goods (dough based products, i.e. cookies, breads, brownies, etc.) are sold to the public in a fundraising capacity. All bake sales must have a sign visibly posted which reads “Items were not prepared in a licensed kitchen, eat at your own risk.”
*For alcohol regulations, please see following page.

Alcohol Service

All alcohol service in the SMSU must be approved by PSU in the form of a completed and signed Alcohol Request Form. (http://www.pdx.edu/sites/www.pdx.edu.cegs/files/media_assets/alcohol-request-form.pdf)

All alcohol service must adhere to the following regulations:

1. ID checks. IDs can be checked at the door if all attendees are over 21 years of age, or they can be checked at the bar at time of service. ID checks can also occur at a physically segregated location within the event that is designated a “beer garden.” Only individuals of legal age will be admitted to the Beer garden area. ID checker must be provided by Campus Public Safety.

2. There must be a substantial amount of food provided if alcohol is to be served and must be provided throughout the course of the event. If the food runs out or is not deemed substantial by the catering manager the bar will be closed per OLCC regulations.

3. Alcohol may be donated from other sources, but all alcohol service must be provided by PSU Dining.
SMSU Usage Policy — Event Preparation

Security Meetings

Security meetings may be required if the nature of the event is likely to require a Campus Public Safety Office (CPSO) presence to maintain order. Security meetings are required for all of the following types of events:

1. Dances
2. Large concerts (100 attendees or more).
3. Large outdoor events with amplification (i.e. rallies, protests, concerts).
4. Student Group events where alcohol is served.
5. Events that go after hours.

Security meetings must include at least one representative from each of the following: Event Scheduling, CPSO, SALP (if it is a Student Group event) and the organization that is holding the event. Security meetings should be held within two weeks of reserving space. Event will not be confirmed until Security Meeting is held and CPSO has approved the event to occur.

If the meeting is not held, or if event does not receive CPSO’s approval to proceed, this reservation may be cancelled without notice by the University, with no financial responsibility to the University.

Pre-Event Meetings

Pre-event meetings are required for any event booked in Marquee Spaces, including: The Smith Ballroom, Hoffmann Hall and Parkway North. A pre-event meeting must be held no later than 6 weeks prior to event and may also double as a security meeting if a security meeting is needed. Additional pre-event meetings may be held prior to or after the 6 week deadline as deemed necessary by either the client or the event coordinator.

Ticket Policy

Any event that is selling tickets is required to use the PSU Box Office for their ticket sales. This rule does not apply to conference registration fees.
Billing and Invoice Protocol

Parties that use space in the Smith Memorial Student Union and/or other buildings on campus scheduled through Conferences and Events are responsible for complying with the terms of their confirmation as it stands on the day of the event. Any changes which affect billing must be made with the required advance notice or additional charges may apply.

First time external parties:
Per the terms of agreement in the event request documentation, external parties booking an event for the first time will be expected to have paid in full no less than two weeks prior to the date of their event. Subsequent bookings may be billed via invoice after the date of the event.

Disputed charges:
After being billed, either via index number or invoice, parties have up to 30 days to dispute any charges associated with their reservation, after which, all charges become final. All disputes of charges must be made in writing to the Event Planner associated with the event. Waivers of charges in excess of $200 must be approved by the Director of Conferences and Events.

If funds should remain unpaid 30 days after the initial billing, the organization owing the funds will be unable to reserve space through Conferences and Events until the outstanding balance is paid.
C&E Flowchart for Booking Rooms (by Building)

**Academic Buildings:**

**Building Hours:** 7am-10pm, Monday – Saturday, 9am-6pm on Sunday.

**Booking Space:** Conference and Events book all events in the general pool classrooms in the academic buildings. Admissions and Records books all classes and lectures that are connected with classes. Classes are any event that has a CRN number associated with it.

**Schedulable Spaces:** Consult the current list of general pool classrooms and buildings. Departmental classrooms, or classrooms not listed on the general pool list can only be booked by the departments to which those rooms have been assigned.

**Rules and Restrictions:**

Academic building classrooms may be booked:

- On weekends (Friday at 4pm-Sunday) for following term once Admissions has released weekend class schedule.
- During weekdays for current term after the first two weeks of term have passed. Check with Admissions & Records (lutzow@pdx.edu) or Summer Registrar (hollyc@pdx.edu) for summer term to make sure room is available before booking.
- For large conferences, Presidential events and Testing Services, you may contact Admissions & Records (lutzow@pdx.edu) multiple terms in advance to see which rooms they can take offline for those days.
- At any time during the breaks between terms.
- CC Admissions & Records (lutzow@pdx.edu) or Summer Registrar (hollyc@pdx.edu) on all confirmations using academic classrooms.
- Advise clients at the time of booking that classrooms are “as-is.” Any additional furniture must be ordered through Facilities equipment. Facilities does not set up tables and chairs.
**ASRC:**

**Building hours:** 6am-9pm, Monday-Saturday.

**Booking space:** Conference and Events books all meeting rooms and general pool classrooms in ASRC. All building and elevator access for events must be arranged through Catering at 503 725-4427. No furniture or equipment may be set up outside reserved rooms except when booking ASRC 001. A $20 service fee will be attached to all internal and external events booked in the ASRC. Assess the charge as a labor fee. When booking any space in the ASRC, make sure the client knows that booking does not include access to the recreational facilities.

**Scheduled Spaces:** 001, 215, 220, 230, 240, Lobby, Patio

**Rules and Restrictions:**

All events in the ASRC must be charged for space. Bill student groups and PSU Departments at the internal rate.

**ASRC 215, 220, 230, 240:** General pool classrooms. Can be booked with same restrictions as other general pool classroom spaces. Seats 40 each.

**ASRC 001:** ASRC Auditorium. Can be booked with same restrictions as other general pool classroom spaces. Booking 001 entitles client to use lower lobby outside 001, but all furniture must be returned to original position immediately following event and no food service may take place in lower lobby until after 5pm. Seats 200.

**ASRC Lobby:** The ASRC Lobby is the area located directly to the north of the elevators. A hallway the width of the stairwell must be left unimpeded in front of the stairwell leading past the elevators. Upon booking the lobby, add a set-up note to add ASRC stantions and e-mail confirmation to Don Johansen at johansed@pdx.edu. Lobby is set up with lounge furniture and standing room only. No music, wall or window decorations are allowed in the lobby. The Lobby may only be booked after 5pm and only for receptions and small gatherings. The Lobby may never be booked for info tabling or displays. Accommodates 50.

**ASRC Patio:** May be booked without classroom restrictions, but all bookings must receive approval from all three tenants, City Archive (Diana Banning, 503-823-4564, dianna.banning@portlandoregon.gov), the OUS Chancellor's Office (Melanie Bennett, 503-725-5706, Melanie_Bennett@ous.edu) and Building Management (Don Johansen, 5-5340, johansed@pdx.edu) before confirmation may be sent to client. When Don Johansen gives his approval, that means building will have scheduled general elevator access and janitorial cleanup for event. Delivery of any additional furniture, equipment or catering must go through loading dock elevator and must be arranged through PSU Dining (5-4427). All additional
furniture, equipment and trash receptacles must be removed from patio immediately following event, though it may be stored at the loading dock until the next day if necessary.
Area Between Buildings:

Area hours: 8am-6pm, Monday-Friday

Booking Space: Conference and Events books all Area Between Buildings Spaces. MALLNH-1, MALLNH-2 and MALLNH-3 are the only spaces on campus that may be booked for external table vendors. These spaces are located on the 10x10’ white concrete squares in front of Neuberger Hall. Student groups and internal departments may also use these spaces for tabling. When sending confirmation to client, attach table vendor header to confirmation.

Scheduled Spaces: MALLNH-1, MALLNH-2, MALLNH-3

Rules and Restrictions: The following restrictions apply to all reservations of space in the Area Between Buildings:

- No commerce requiring a contract may be conducted out there, i.e. no credit card, cell phone or banking accounts.
- No book sales of any kind.
- No food or drink retail or giveaways other than bake sales.
- Vendors must stay within assigned 10x10’ space.
- Zipcar may book corner by park blocks, but only as requested by Transportation and Parking.
**Hoffmann Hall:**

**Building Hours:** 7am-10pm, Monday-Saturday, 9am-6pm, Sunday.

**Booking Space:** Conference and Events book all events in Hoffmann Hall. Admissions and Records books all classes and lectures that are connected with classes. Classes are any event that has a CRN number associated with it.

**Rules and Restrictions:**

Conference & Events may book events in Hoffmann Hall at any time during the summer term, or breaks between terms and during fall, winter and spring terms with the following restrictions:

- On weekends (Friday at 4pm-Sunday) for up to one term in advance after Admissions has released weekend class schedule for that term.
- During weekdays for current term after the first two weeks of term have passed. Check with Admissions & Records ([lutzow@pdx.edu](mailto:lutzow@pdx.edu)) or Summer Registrar ([holyc@pdx.edu](mailto:holyc@pdx.edu)) for summer term to make sure room is available before booking.
- For large conferences, Presidential events and Testing Services, you may contact Admissions & Records ([lutzow@pdx.edu](mailto:lutzow@pdx.edu)) multiple terms in advance to see which rooms they can take offline for those days.
- CC Admissions & Records ([lutzow@pdx.edu](mailto:lutzow@pdx.edu)) or Summer Registrar ([holyc@pdx.edu](mailto:holyc@pdx.edu)) on all confirmations using academic classrooms.
**Park Blocks:**

**Area hours:** 6am-10pm, 7 Days a Week

**Booking Space:** Conference and Events books all Park Block space for PSU departments and Student Groups. Any non-PSU users must book Park Blocks through Portland Parks & Recreation (Dory Stuart, Dory.Stuart@ci.portland.or.us). Karl Johnson at Facilities is the sign-off person for PSU for City events. He will coordinate all City-sponsored events with C&E.

Coordinate any Saturday events in the Park Blocks that run during Farmers Market hours with Karl Johnson.

**Schedulable Spaces:** PARK-CH, PARK-NH, PARK-SMC, PARK-LH, PARK-SH, PARKSTAGE

**Rules and Restrictions:**

Food and alcohol: Any on-site food preparation must either be provided by PSU Dining or by a vendor with a Temporary Restaurant License from Multnomah County. All alcohol service must be provided by PSU Dining in a beer garden set-up.

Amplified Sound: PSU events between 12-1pm requiring amplified sound may use the SMSU’s noise variance. Any event requiring amplified sound outside that hour must obtain their own Noise Variance from Noise Control (Paul van Orden, 503 823-5829). No events requiring amplified sound may occur without approval from a C&E Manager. When booking an event with amplified sound, place a noise warning for the duration of event’s hours on Smith 355 and 238. Also, send an e-mail to CPSO (cps@pdx.edu), PSU Housing (rayc@pdx.edu) and Millar Library (bielavit@pdx.edu) notifying them of possible disruptions during that time. All events using amplified sound are required to stay under 70dbs. If you get a noise complaint the day of the event, contact a C&E manager and they will measure the db level of the event. No events requiring amplified sound may be booked outdoors during Finals Weeks.

Tents, stakes and other temporary structures: The use of tents, stakes, ropes and temporary structures in the park blocks must be approved by Jerry Gadberry at 5-9972 or Suzan Wilson (suzanw@pdx.edu) from Campus & Grounds.
**SMSU**

**Building Hours:** 7am-10pm, Monday-Saturday, 9am-6pm, Sunday.

**Booking Space:** Conference and Events book all rooms in the SMSU.

**Schedulable Spaces:** 026 (Food for Thought Café), 101 (Parkway North), 047a, 225, 228, 229, 230, 236, 238, 258, 262, 294, 296/298, 323, 326, 327, 328, 329, 333, 338, 355, Main Lounge.

**Rules and Restrictions:**

**After Hours events:** On Fridays and Saturdays, after hours events may be approved to go as late as 12am. CPSO must be notified (coops@pdx.edu) whenever an event is scheduled beyond building hours.

**Food and alcohol service:** All food and alcohol service in the SMSU must go through PSU Dining (catering@pdx.edu, 5-4427), though they elect to waive food service in favor of an outside caterer.

**Labor charge:** A labor charge will be added to every booking that is not in a pre-set conference room to pay for cleaning, furniture set-up and takedown.

**Live Music/Dancing:** Events requiring a venue for loud live music and/or dancing may only be scheduled in the following rooms: 355, 026, 101.

**Marquee Spaces:** Events in marquee spaces must have a diagram for set-up and a pre-event meeting. Client must be given diagram and asked to make any desired changes prior to event. Student groups may only book one marquee space event per term for free.

**Government Relations/President’s Office Events**

Upon getting a request for an event from Government Relations or the President’s Office:

1. Immediately book the space requested and send a confirmation to the requesting party.
2. Hand the event off to a manager for follow-up and subsequent meeting coordination.

**026 (Food for Thought Café):** Space may be booked after Café business hours (7am-5pm) with Café’s permission (fft@pdx.edu). When sending confirmations for 026, cc FFT’s Advisor (shannonw@pdx.edu) and FFT (fft@pdx.edu). Clients renting space do not get use of kitchen or office areas.

**101 (Parkway North):** May be booked after 2pm on weekdays, at any time on weekends. Stage may be booked from 12-1pm as a rain site for outdoor concerts. Furniture in Parkway North can be rearranged or added to as needed, but it must stay in Parkway North as there is nowhere else to store it.

**296/8:** Try to book as one room whenever possible, as dividing wall between rooms does not offer much protection from sound.
327-9: When booking 327-9 as one room for a lecture or panel discussion, make 329 the head of the room and order stage risers for the speaker(s) and panel members to stand/sit on so that attendees in the back of the room can see presentation.

355 (The Smith Ballroom): No glitter, helium balloons or open flame other than enclosed candles may be used in the Smith Ballroom. Use of the lift must be coordinated with Ron Church at Facilities (churchr@pdx.edu, 5-4915). Rental of Ballroom includes use of the Ballroom Servery, backstage area and balcony.