

GLC Graduate Assistant Job Description

Student Engagement and Campus Life

Title: Graduate Assistant for GLC Operations

Contract: Yearly, August-May

Work Hours: 20 hours per week

Work Location: Graduate Life Center

Assistantship Employment Eligibility:

- Maintain at least a 3.0 GPA
- Satisfy enrollment requirements (12-16 credit hours per semester) during the academic year
- Make Satisfactory progress during the academic year
- Meet the requirements to be eligible for employment in the U.S.

Job Responsibilities Breakdown:

35%	Personnel Management and Supervision
35%	Graduate Life Center Building Operations
20%	Departmental Support, Representation and Leadership
5%	GLC Collaboration
5%	Safety and Security

Personnel Management and Supervision: (35%)

In collaboration with a Student Engagement and Campus Life Operations Coordinator, the Graduate Assistant will create a comprehensive student-operations-staff employment program for the Graduate Life Center by:

- Acting as first-level supervisor for student staff in the Graduate Life Center.
 - Hiring and managing performance of GLC Student Staff.
 - Completing employee evaluations.
 - Creating work schedules and ensuring coverage for special operating hours.
- Creating and updating student staff policy/procedure manual in partnership with supervisor and the Operations Coordinator – Student Development
- Planning and leading GLC student staff meetings (weekly) ensuring proper follow-up (minutes, adjusted procedures, etc.).
- Assisting with planning and implementation of operations group staff trainings and in-service sessions.
- Identifying and addressing service needs, reinforcing expectations and developing accountability.
- Developing and assigning projects for student staff ensuring proper check-in and completion.
- Monitor and approve student staff time clock entries.
- Attends and supports the SECL Student Staff Development Program

Assist in daily management of Graduate Life Center Building Operations: (35%)

Under direction of the Operations Coordinator, assists in maintaining an efficient, consistent and service-first facility by:

- Completing routine inspections (alone and with other management staff) to assess maintenance, custodial, staffing and other needs.
- Taking initiative to suggest and, if approved, implement operational and procedural changes.
- Handling client issues and complaints.
- Performing basic office/clerical work (phone calls, fax, EMS reports, etc.) and general facility needs (cleaning, trash removal, etc.)
- Enforcing departmental policies/procedures.
- Submitting work order requests to address needs identified with and by Operations Coordinator.
- Ensuring staff has timely information and is able to provide directions, maps and any other material needed to assist patrons with way finding.

- Managing system to maintain bulletin boards and other postings.
- Updating and confirming daily event- and special building-hour notifications are posted (and removed in a timely fashion) after approval.
- Update building hours signs as determined by yearly hours, breaks and unexpected closings.

Event Services Assistance

- Providing first-level oversight for walk-up reservations (individual graduate students, non-reoccurring student organization meetings. Notifies supervisor when non-standard issues arise.
- Referring clients (departments, reoccurring student organization meetings) to Event Planning and Production as necessary.
- Serve as first-level support for setup and equipment needs for events. Delegate to student employees as appropriate.
- Providing onsite communication regarding GLC resources.
- Establish and maintain an inventory for GLC equipment, circulate out for repair as needed.
- Able to identify, reflect, reason and solve problems as they arise.

Departmental Support, Representation and Leadership: (20%)

- Supports other SECL operations (Squires, and Johnston) as directed.
- Supports the planning and operation of special events and serves on university/departmental committees as assigned.
- Attends staff meetings as directed (SECL all-staff, Operations Team, Event Logistics, 1-on-1s, etc.)
- Other duties as assigned.

GLC Collaboration: (5%)

- Provides insight and suggestions to improve efficiency, consistency and training in combined service areas and bring proposals to the GLC Executive Committee when directed by supervisor
- Provides insight and suggestions regarding additional services to offer and bring proposals to the GLC Executive Committee when directed by supervisor.
- Contributes to collaborative spirit of GLC through serving on committees and completing special projects for building partners as directed by supervisor.
- Communicates consistently with building partners.

Safety and Security: (5%)

- Serves as Assistant Building Emergency Coordinator.
- Assists Operations Coordinator in safety management.
- Assists Operations Coordinator in ensuring that closing and security measures are followed.
- Assists Operations Coordinator in training student staff in safety procedures.
- Maintains certifications in CPR/First Aid, Fire Extinguishers, blood-borne pathogens and other areas as directed.