

SIUE GRADUATE ASSISTANTSHIP ANNOUNCEMENT

TITLE/RANK Graduate Assistant – Campus Recreation (Member Services & Operations)

JOB DESCRIPTION: Provide leadership and work with all facets of Member Services and Operations with a significant emphasis on Reception Desk and Equipment Issue student staff management, scheduling, training and evaluation. Other areas of responsibility include but not limited to reconciling daily deposits, monthly reports to other SIUE departments, student staff development and evolving needs of Campus Recreation. This position also supervises activities and events housed within the exclusive recreational space of the Student Fitness Center and the shared recreation space in the Vadalabene Center and other auxiliary facilities (200,000 total sq. ft.). A combined workload of an average of 20 hours per week is expected with some early morning, evening and weekend work required.

TERM OF CONTRACT: (Negotiable) Semester by semester, starting August 2020, with the possibility for summer employment and contract renewal.

SALARY: Full in/out of state tuition waiver plus a stipend of \$1,086.30 per month for the first year and a longevity bonus to \$1,153.62 per month in the second year. Employee is responsible for student fees. Per Internal Revenue Service regulations (IRC 127), federal taxes will be withheld on tuition waiver amounts exceeding \$5,250 in the calendar year (January-December).

QUALIFICATIONS: Assistantships are awarded on a competitive basis. The applicant should demonstrate strong oral and written communication and interpersonal skills. A bachelor's degree is required in recreation, exercise science, communications, management or another related field. Superior customer services skills are a must, as this position interacts with a diverse campus community of over 15,000 people. Prior experience managing and leading others, cash handling, reconciliation of finances and proficiency with rec-management software is preferred. The successful candidate will be expected to maintain a CPR/AED certification from an internationally recognized health and safety organization throughout the period of employment

CLOSING DATE FOR APPLICATIONS: Applicants are encouraged to apply early. Review of applications is ongoing. Phone, online and/or in-person interviews may be conducted. Application for this position will close when filled.

SUBMIT LETTER OF APPLICATION, RESUME, UNOFFICIAL TRANSCRIPT(S), AND LIST OF THREE CURRENT REFERENCES WITH PHONE NUMBERS, TO:

Margaret Fredericksen, Coordinator Member Services and Facilities
Campus Recreation, Box 1157
Edwardsville, IL 62026
Email: marfred@siue.edu

An Affirmative Action employer, SIUE offers equal employment opportunity without regard to race, color, creed, or religion, age, sex, national origin, or disability. Benefits under state-sponsored plans may not be available to holders of F1 or J1 visas. SIUE is an AA/EEO employer. SIUE is a state university.

Southern Illinois University Edwardsville

**Student Affairs
Campus Recreation**

POSITION DESCRIPTION & JOB ANALYSIS

Title/Rank: Graduate Assistant – Campus Recreation (Member Services & Operations)

Purpose:

Provide leadership and work with all facets of Member Services and Operations with a significant emphasis on Reception Desk and Equipment Issue student staff management, scheduling, training and evaluation. Other areas of responsibility include but not limited to reconciling daily deposits, monthly reports to other SIUE departments, student staff development and evolving needs of Campus Recreation. This position also supervises activities and events housed within the exclusive recreational space of the Student Fitness Center and the shared recreation space in the Vadalabene Center and other auxiliary facilities (200,000 total sq. ft.). In addition to normal business hours the successful candidate will work evening and weekend shifts.

Organizational Relationship:

The graduate assistant (Member Services & Operations) reports to the coordinator of Member Services & Operations of Campus Recreation, then to the assistant director Facilities & Informal Recreation of Campus Recreation, who reports to the director of Campus Recreation, who reports to the vice chancellor of Student Affairs.

Duties and Responsibilities:

1. Assist in duties and oversight of Member Services including Reception Desk, Equipment Issue and Outdoor Equipment Operations which can include, but is not limited to managing staff, inventory, purchasing, financial management, membership renewal processes, etc.
2. Assist in the recruitment, hiring, orientation, training, evaluating and scheduling of Member Services approximately 25 to 30 student staff.
3. Provide accurate information to facility patrons regarding all services available within the facility and programs, including, but not limited to location, hours, membership information, policies, procedure, programs and services.
4. Assist in maintaining departmental inventory and records.
5. Assume the responsibilities of facilities supervisor when assigned and in the absence of other professional staff.
6. Work closely with the program staff to ensure unit goals and objectives are being met.
7. Assist with CREC Connect program/committee that designs and coordinates social and play opportunities for CREC student employees to enhance morale and connectedness.
8. Contribute to a positive, friendly and fun workplace environment.
9. Maintain current CPR/AED certification during the period of employment.
10. Assist with departmental sponsored special events.

11. Serve on committees as requested.
12. Must be available for evening and weekend work.

Knowledge Required for the Position:

The Member Services & Operations graduate assistant must possess knowledge of the recreational sports profession and exhibit strong personnel management and supervisory skills. A bachelor's degree in a related field and/or a combination of academic and experiential training is required. Both oral and written communication skills are necessary to effectively interact with customers and staff. CPR/AED training is recommended from an internationally recognized health and safety organization. The graduate assistant must understand the student affairs philosophy with an emphasis on the co-curricular enhancement of the student experience as it relates to the provision of recreational and leisure services to a university community. Both oral and written communication skills are necessary to effectively interact with customers and staff.

Responsibilities:

The Member Services & Operations graduate assistant has responsibility for providing a safe, friendly and cordial environment for facility patrons who utilize the programs and services. The position requires that the graduate assistant will be instrumental in all areas of student development and act as a role model and leader for the student staff. The Member Services graduate assistant should be able to establish priorities, work independently, and proceed with objectives with limited supervision.

Supervisory

The Member Services & Operations graduate assistant has responsibility for the supervision of all member services within the facilities including Reception Desk and Equipment Issue student staff. This person will also assist full-time professional staff in supervising departmental student development.

Guidelines

The Member Services & Operations graduate assistant must adhere to all established university policies and procedures; adhere to all civil service and professional staff regulations and the provisions of negotiated and approved labor contracts; and adhere to and enforce all approved policies and procedures of Campus Recreation.

Difficulty:

Complexity

The Member Services & Operations graduate assistant must understand the principles of customer service and student development, be able to communicate with members, guests, and employees from varied cultures, and be attuned to established guidelines for providing a safe environment for members, participants and guests, and effectively use technology and various software packages to complete daily responsibilities.

Scope and Effect

The Graduate Assistant (Facilities & Operations) plays an important role in the total administration of facilities and in the personal and professional development of the student staff of Campus Recreation. These responsibilities have a direct effect on the education and health of university students, faculty, and staff; as well as their family members and members of the surrounding community.

Relationships:

Contacts

The operation of services provided by Campus Recreation requires that the Member Services & Operations graduate assistant maintain daily contact with students, staff, faculty, administrators, alumni, and family and community members. This person must work well with administrators, professionals and students. Collaborative relationships with the Division of Student Affairs, academic departments, the Department of Athletics, the Bursar's office, Parking Services, Student Services and other university departments are necessary.

Purpose

The purpose of this position is to insure the delivery of quality leisure and fitness services across the spectrum of the University community.

Environmental Demands:

Physical Requirements

The position requires a general level of physical fitness.

Work Environment

The work environment is professional, fast paced at times and developmental. Responsibilities require that the Graduate Assistant (Facilities & Operations) be able to work with frequent interruptions in a fast-paced professional environment, and must be able to work under pressure. Work duties may require supervision during inclement weather. Morning and/or evening work including weekends may be required from time to time.