

Graduate Assistant Operations and Member Services



University of Dayton

**Campus
Recreation**

Overview

Campus Recreation (UDCR) is a department within the Division of Student Development that provides growth opportunities and educational experiences that enrich the lifelong learning process of the University of Dayton Community. We are seeking a self-motivated, enthusiastic, and proactively growing professional to assist with the administration of the Member Services and Facility Operations components for the 2021-2022 academic year. The successful candidate will be responsible for actively engaging, through a variety of initiatives, members of our University community to maintain high levels of involvement in Campus Recreation. The position is part time (20 hours per week / 9 months) and is supervised by the Assistant Director of Facility Operations & Member Services. The individual will also have opportunities to engage in departmental committees and projects such that a holistic Campus Recreation experience is gained.

Responsibilities

The Graduate Assistant for Operations and Member Services is to assist with the organization, facilitation, and management of Campus Recreation's comprehensive effort to encourage participation and engagement in UDCR services from all segments of the University community. Specific duties include, but are not limited to the following:

- Maintain a thorough knowledge and oversee operation of recreational management software (Fusion).
- Assist in the hiring, training, scheduling, and supervision of approximately 50 student staff.
- Provide direct supervision to 6 Lead Supervisors (student staff).
- Communicate with UDCR members on all aspects of membership and usage policies.
- Create, update, and maintain operational manuals for department staff related to POS, customer service, communication skills, cash handling, rec software proficiency, and general departmental knowledge in alignment with industry standards.
- Oversee the creation and management of the operations staff schedule.
- Contribute to an innovative curriculum of student staff in-services that support and challenge staff to a high standard of service.
- Assist with membership management through creation and procurement of reports.
- Assist with compiling daily, weekly, monthly, and yearly user data.
- Create and facilitate creative member programs to engage and extend the member base.
- Be knowledgeable of and provide information on all department facilities, programs, and services.
- Contribute to the ongoing development and facilitation of the department's comprehensive risk management plan.
- Actively participate in staff meetings and staff development activities sponsored by the department and division.
- Provide instruction for American Red Cross CPR / AED / First aid for the Professional Rescuer.
- Oversee locker rental and turnover process.
- Perform other duties as assigned.

Qualifications and Requirements

- Candidate must have a Bachelor's degree with preference for those with coursework in a service related field.
- A positive work history in a university recreation or service related position with a preference for experience in Facility Operations or Member Services.
- Candidate must be accepted into the College Student Personnel, Higher Education Administration, or Business Administration Master's program, prior to starting the position.
- The ideal candidate will have strong written and verbal communication skills, as well as demonstrated experience in leading groups in classroom and seminar settings.
- Additionally, a proven ability to grasp and operate modern software programs is needed for success in this position.

- Candidate must have demonstrated integrity, dependability, sound judgment, teambuilding, and resourcefulness to establish and maintain collaborative, positive, and effective working relationships with multiple and diverse constituency groups.
- This person must exhibit a willingness to work on a flexible basis, as programs and events are often in the evenings and on weekends.
- This individual must have the ability to thrive in a fast paced, diverse student service environment, while possessing exceptional passion and energy for working in this setting, exhibit positive attitude, and be a self-starter with the ability to instill the same values in others.

Remuneration

- A competitive \$24,000 combined stipend and tuition remission package; up to 24 credit hours per academic year
- Option for summer employment; hourly pay during summer
- Health Care: Offered enrollment in University of Dayton health care plan as applicable to Graduate Assistants

Application Timeline

1. Interested applicants must submit a cover letter, resume, and a minimum of two (2) professional references to Ben Heller via email at bheller1@udayton.edu. Applications will be accepted until the position is filled with priority given to those received by Friday, December 11th.

For more information, contact:

Ben Heller
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bheller1@udayton.edu
937-229-2634