

Graduate Assistant Operations and Member Services

Overview

Campus Recreation 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 Operations components for the department. 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 Associate Director, Member Services and Student Learning. The individual will also have opportunities to engage in departmental committees and projects such that a holistic Campus Recreation experience is gained.

Responsibilities

The Department of Campus Recreation Graduate Assistant for Operations and Member Services is to assist with the organization, facilitation, and management of the department'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 supervising of a student staff of 51 undergraduate students.
- Provide direct strategic 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.
- Contribute to an innovative curriculum of student staff in-services that support and challenge students 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.
- Participate in staff meetings and staff development activities sponsored by the department and division.
- Act as primary liaison between Associate Director, Operations and Administration and student staff related to small event set up and logistics.
- 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.

Desired Qualifications

Candidates must have a Bachelor's degree with preference for those with coursework in a service related field, as well as a positive work history in a university recreation or service related position with a preference for experience in Facility Operations or Member Services. Candidates must be accepted into the College Student Personnel or Higher Education Administration Master's program. 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. Candidates must also 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. 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 \$21,000 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 Process and Timeline*

The University of Dayton, Division of Student Development utilizes a comprehensive, on-campus Graduate Assistant selection process. Held on campus in late February, the selection process includes a social, interviews, and workshop. Candidates are responsible for their own lodging and transportation to and from the University. Breakfast and lunch will be provided on the day of the interview/workshop. Participating in the *campus interview/workshop is required* in order to be considered for the Member Services Graduate Assistantship.

Campus Recreation is seeking 2-4 candidates to invite to participate in the on-campus Graduate Assistant selection process. The timeline is as follows:

- Interested applicants must submit a cover letter, resume, and a minimum of three (3) professional references to Mark Hoying via email at mhoying1@udayton.edu by Friday, December 7, 2018.
- Candidate review and selection will occur December 10-17; with on-campus invites being made on Thursday, December 22, 2018.
- Those selected must then complete the divisional Graduate Assistant application process by January 9, 2019.
- On-campus interviews and workshop will be held February 17-18, 2019.

For more information, contact:

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