



**Operations and Facilities
Graduate Assistantship
Emory Athletics**

The Student Activity and Academic Center at Emory University is offering a graduate assistantship with a focus in Facilities and Operations. Candidates must have experience in collegiate recreation or student affairs.

Function

The primary function of the Operations and Facilities Graduate Assistant at the Student Activity and Academic Center (SAAC) is to coordinate front desk operations, assist with student staff training and scheduling, and customer service. The Operations and Facilities Graduate Assistant will plan, organize and execute day to day operation duties for a facility aimed at approximately 1500 undergraduate students, 14 university guests, four faculty members who are residence on our campus, and approximately 3000 members of the SAAC which is made up of families and children. All currently enrolled students are members of the SAAC.

This position is a part time 20 hours per week, 10 month per year position. This is currently a two-year opportunity starting in August. Assistantship is subject to review after first year. It includes a tuition waiver to Georgia State University and a \$10,000 annual stipend paid monthly through Georgia State University.

Responsibilities:

Facilities and Operations– 50%

- Coordinate the day to day operations of the SAAC front desk operations. Includes assisting in set-ups and staffing of special events, opening and closing of SAAC and other operations where needed.
- Provide excellent customer service to all users and visitors of the SAAC.
- Assist with membership sales, locker sales, front desk entry control, and general information.
- Process memberships, including card access, card creation and communication with special user groups.
- Assist with point of sale procedures, reconciliation, and documentation at front desk.
- Serve as first responder to assist with student staff shift coverage and inclement weather coverage.
- Enforce facility policies and procedures consistently to all participants.

Student Staff Supervision – 30%

- Assist with student staff schedule, including regular semester schedule, weekend rotation and holiday/break schedules.

- Assist with the recruitment and hiring of new student staff.
- Assist with initial student staff on-boarding and training.
- Conduct regular in-service training.
- Perform regular evaluations of student staff.
- Promote personal and professional development of student supervisors and student staff.

Administrative – 20%

- Assist in inventory control and maintenance of check out equipment, as well as pro-shop.
- Conduct regular member communications.
- Update marketing and website material.
- Coordinate weekly walk through of facilities and submits work orders as needed.
- Other duties as assigned.

Authority

The Operations and Facilities Graduate Assistant of the SAAC has the authority to oversee the front desk operations and implementation of services. Additionally, the Operations and Facilities Graduate Assistant supervises student employees and assists with training.

Reportability

The Operations and Facilities Graduate Assistant reports directly to the Associate Director of the Recreation Operations and coordinates with other professional staff members.

Accountability

The Operations and Facilities Graduate Assistant shall under no circumstances authorize expenditures in excess of budgets or supersede University policies without prior approval. Requires contact with department and University faculty, staff, students, parents, vendors, and the general public.

Preferred Qualifications

Education, Experience, and Training

- Bachelor’s degree.
- Experience in the organization and administration of facility management at the university or college level.
- Interest in Recreational Sports and/or Student Affairs.
- Excellent customer service skills.
- Certified in CPR/AED or course completion within two month of employment.
- Knowledge of Spectrum Recreation Management Software.