

# Student Activity and Academic Center (SAAC) Facility Assistant

## Job Description

The Facility Assistants report directly to the Facilities and Operations Graduate Assistant and perform a variety of duties that assist in the overall operation of the WPEC. This position's function is crucial to the day-to-day operations of the SAAC and will offer valuable skills in communication, conflict resolution, leadership abilities and organization.

Facility Assistants will work approximately 6-10 hours per week. Facility Assistant's schedules will function within building hours, which vary based on time of year. In addition, Facility Assistants will be asked periodically to arrive before or stay after regular scheduled building hours for sporting and external events.

**Responsibilities include, but are not limited to:**

### Customer Service

- Be available to answer patron's questions.
- Conduct all interactions professionally.
- Serve as a public relations and resource person to members of groups using the building and facilities.
- Act as a communication liaison between SAAC members and SAAC professional staff.
- Be helpful, friendly, and willing to assist SAAC members in any way possible.

### Building Management and Policy

- Serve as first responder to all building emergencies and contact appropriate agencies to assist.
- Maintain security of the building including, but not limited to, the card access entrance and all points of access.
- Complete other duties as assigned by professional staff.

### Equipment Checkout

- Oversee and maintain all recreational equipment
- Follow all equipment checkout procedures
- Follow lost and found procedures
- Answer phone when available

- Assist with checking out equipment per customer's request
- Check quality of equipment before and after customer use
- Sign out equipment to patrons.

**Qualifications:**

- Must be an Emory student in good academic standing and maintain a minimum 2.5 GPA.
- Must be able to commit to the academic year for dates of employment.
- Must possess a current, valid CPR training certificate. If you don't currently possess this, Emory will arrange classes throughout the academic year.
- Must be able to demonstrate attributes of both a team player and a leader.
- Must possess an excellent customer service.
- Must be able to serve as a resource and a positive representative of Emory University.
- Demonstrate strong verbally and written communication skills.

**Other Requirements:**

- Attend mandatory staff meetings to discuss upcoming events, news, and concerns.
- Attendance at training events is mandatory unless your absence is approved in advance by professional staff.
- A minimum of two shifts per week plus a weekend shift is required.

**Remuneration:**

- A rate of \$8 per hour (before federal and state taxes).

**For additional information please contact:**

Donterious Copeland

Emory University

1946 Starvine Way

Atlanta, GA 30033

Phone: (404) 712-2436

Email: Dcopel2@emory.edu

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