



**Operations and Facilities
Graduate Assistantship
Emory Athletics and Recreation**

The Student Activity and Academic Center at Emory University is offering a graduate assistantship with a focus in Facilities and Operations. Preferred candidates will 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 the SAAC.

These graduate assistant positions are two-year opportunities averaging 20 hours per week, including a tuition waiver to Georgia State University and a \$10,000 annual stipend. There are opportunities for professional development and additional hourly wages.

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.
- Serve as a manager on duty for the recreational facility; which includes, but is not limited to, serving as a first responder for emergency situations, providing emergency care, providing customer service, resolving conflicts and making decisions and judgements regarding facility usage

Student Staff Supervision – 40%

- Assist with student staff schedule, including regular semester schedule 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 – 10%

- 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.
- Serve on NCAA host management or conference championship team as needed.
- Abide by all NCAA, conference and institutional eligibility regulations and NCAA Principles of Ethical Conduct.
- 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 Assistant Director of Athletics Facilities and 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 a career in collegiate recreation, athletics, or student affairs.

- Excellent customer service skills.
- Certified in CPR/AED or course completion within two month of employment.
- Ability to bend, stoop, twist and lift up to 50 lbs.

For questions about this position, please email Davetta Lackey at davetta.lackey@emory.edu.