Student Employee Development Graduate Assistantship

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<th>Department:</th>
<th>Student Center &amp; Conference Services</th>
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<td>G.A. Position:</td>
<td>Student Employee Development</td>
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<td>Supervisor:</td>
<td>Deborah L. Schell</td>
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**Job Description – Present a one paragraph description of the purpose for this position.**

Assist with the planning and provision of the Student Center & Conference Services for all events, meetings, and programs. Coordinate Student Center Information Desk services. This includes the selection, training, scheduling, and supervision of student employees. In addition, work cooperatively with all Student Center & Conference Service staff to meet the needs of building users.

**Job Functions/Responsibilities – List the duties this graduate assistant will be expected to perform.**

- Coordinate regular daily, weekend rotation, and special schedules to insure that the Student Center Information Desk is staffed at all times the building is open and to schedule staff to support conference users in Academic Buildings.
- Interview and make hiring recommendations for student employee staff.
- Continuously train and supervise student employees to insure effectiveness. Work specifically to train student staff on the effective operation of the Student Center Information Desk which includes training on programming purposes and procedures, commuter student services, and digital signage and other Student Center advertising policies.
- Maintain and communicate procedural guides for all tasks at the Information Desk including, but not limited to, room scheduling (Student Center and Academic Buildings), advertising opportunities, lost & found, ticket sales, visitor parking permits, etc.
- At least once each semester plan and implement a diversity related program to educate and engage students on diversity issues.
- Communicate Student Center advertising policies for digital signage, banners, and window displays to campus organizations and departments. Schedule all digital signage and window display advertising.
- Assist in updating and maintaining the Student Center social media presence on Twitter and Instagram.
- Evaluate customer service skill of Student Center & Conference Service employees and implement training interventions as appropriate.
- Provide oversight for all set-up and tear-down assignments to insure that all student employees meet expectations for proper care and operation of equipment. Monitor student employee completion of required shifts.
- Coordinate room verification procedures with Information Desk staff to insure proper utilization of meeting spaces.
- Provide oversight to on-demand room utilization processes and update master schedule with on-demand reservations.
- Develop and implement an employee recognition program to acknowledge student
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Employees that meet and exceed employment expectations.
• Work collaboratively with all Student Center & Conference Service staff to meet the mission and goals of the department, including participation in Student Center & Conference Service programming initiatives, training, administrative tasks, etc.
• Notify supervisor of any issues involving maintenance, housekeeping, building users, student employees, equipment, or other facility operations concerns.
• Attend regularly scheduled weekly meetings with supervisor and Student Center & Conference Service staff.
• Drive Pennsylvania state vehicles as required for delivery of equipment and transportation of individuals for Student Center & Conference Service programs.
• Perform other tasks as directed by the Director of the Student Center & Conference Services, the Assistant Director of the Student Center and/or other departmental supervisors.

Desired Qualifications – List the experiences and/or abilities you wish an applicant for this position to have.
• Experience as a supervisor of other workers
• Effective oral and written communication skills
• Strong organizational skills
• Experience working effectively in a fast-paced environment requiring exceptional customer service

Graduate Student Outcomes – List the skills/abilities the graduate assistant can expect to learn in this position.
• Experience hiring, training, scheduling, and supervising student employees
• Experience in facility operations and event planning
• Experience in social media for a business

Appropriate SRU Graduate Majors – List the SRU graduate programs that would be the most appropriate source of candidates for this position based on the job description and the expected learning experiences.
• Elementary Education
• Clinical Mental Health Counseling
• Counseling and Development
• MBA
• Parks & Resource Management
• Secondary Education
• Student Affairs in Higher Education
• Student Affairs in High Education with College counseling

Supervisor’s Expectations – List the work expectations you, as the supervisor, have for this position. Include hours to be worked and preferred work schedule.
• Position requires 17.5 hours per week to be arranged with supervisor
• Evening and weekend work is a routine aspect of this position
• Heavy lifting and moving of equipment, tables, chairs, etc. is required
• Position is part of the Division of Academic & Student Affairs and as such will include other duties necessary to ensure the success of major events sponsored by the Division, including Welcome Week, Orientation, Saturday Showcase, Homecoming, etc.
## Student Employee Development Graduate Assistantship

| **Supervisor's address:** | ![Image] 107 Central Loop Student Center 102A  
|                           | Slippery Rock, PA 16057  
|                           | United States |
| **Phone Number:**         | (724) 738–2491 |
| **Fax:**                  | (724) 738–2704 |
| **Email:**                | deborah.schell@sru.edu |