



University Center

UNIVERSITY OF COLORADO
COLORADO SPRINGS

Graduate Assistant for UC Building Operations

JOB SUMMARY

The University Center is seeking a Graduate Assistant to join our dynamic team to help play a key role supporting the Information Desk, Building Managers, and general operation of building/event services. The University Center exists to support institutional partners, off campus organizations, and visitors. This position works to create a friendly atmosphere in the University Center by managing student staff in the areas of facility operations and front-end customer service.

The Graduate Assistant for Building Operations shall focus on Information Desk logistics, assist with management of student employees, and assist with daily operations related service and facility use. This position plays a key role in the area of student employment, provide leadership for student staff, working to foster communication among and create a developmental employment program that produces meaningful experiences for students, outstanding customer service, and looks for opportunities to create a welcoming environment.

LEARNING OUTCOMES

This position will directly allow the Graduate Assistant to gain experience in the following ACPA/NASPA student affairs professional competencies:

- Advising and Supporting
- Organizational and Human Resources
- Student Learning and Development
- Law, Policy and Governance
- Leadership

SUPERVISION

Position reports to the Assistant Director for the University Center, works closely with Administrative Associate and Lion One Card Business Service and other student supervisors. The Graduate Assistant will essentially supervise Front Desk Assistants/Building Managers.

EXAMPLES OF WORK DUTIES:

- Work with student leads to perform quality position searches
- Help conduct and track initial and ongoing student staff training and onboarding
- Manage processes of ongoing evaluation, coaching and supervision for all student staff
- Directly supervise Information Desk Assistants/Building Managers including hiring, training, support shift scheduling, ongoing coaching, performance evaluation and team meetings
- Oversee the functioning of the Information Desk, by working to maintain supplies inventory, reporting one card issues, managing retail functions, providing informational resources/materials, giving campus directions, and other general requests

- Oversee the functioning of the Building Manager team to ensure building safety and security, enforcement of policy and procedure, facility issues are noted, and events run smoothly in the UC
- Support Information Desk/Building Managers by providing accurate dissemination of information on one card ID system, communications, register, service standard, and building operations
- Participate in UCES functional work teams including- Student Hiring and On-Boarding, Training and Development
- Attending University Center Staff Meetings, Event Logistics, and All Hands Trainings when possible
- Providing administrative support to University Center staff when necessary.
- Understand and enforce all university rules and regulations pertaining to Public Forum, tabling, advertising, and solicitations.
- Provide shift coverage, when there is a student staff shift vacancy and all options have been exhausted
- Assist the GA for UC Engagement with planning and implementation of UC Programming initiatives, around administrative support, staffing, and logistical execution.

MINIMUM QUALIFICATIONS

- This is a minimum 1-year commitment.
- Bachelor's degree from an accredited college or university.
- Maintain full-time enrollment in graduate program at UCCS.
- Maintain a 3.0 or higher GPA, cumulative and semester.
- Excellent written and verbal communication skills.
- Excellent interpersonal skills.
- Experience in customer service, event coordination, and/or oversight of various events.

PREFERRED KNOWLEDGE, SKILLS AND ABILITIES

- Enrolled in the UCCS Student Affairs in Higher Education (SAHE) Master's Program.
- Experience working in University Center or related service environment.
- Previous experience in training, supervision or serving as a work group lead.
- Demonstrated experience working with college students.
- Possess energy, creativity, organizational skills, and leadership/team development.
- Ability to work effectively with ambiguity and in a high energy, fast-paced environment.
- Must maintain critical thinking skills linked with a solution focused attitude, ability to work irregular hours and serve as a member of a team.

POSITION PRIORITIES

1. Supervise information desk/building manager students.
2. Support the operations of the University Center as a facility
3. Main point of contact for smooth functioning Information Desk Operations
4. Assist with customer service/ engagement initiatives promoting the "role of the union"

COMPENSATION:

- Position will begin July 1, 2022 (Start date is negotiable to earlier or later)
- \$18.00 per hour

This position is eligible for sick leave under the Colorado Healthy Families & Workplaces Act

The University of Colorado Colorado Springs is committed to providing a safe and productive learning, living and working community. To assist in achieving this goal, we conduct background investigations for all prospective applicants being considered for employment. Background investigations include a criminal history record check, and when appropriate, a financial and/or motor vehicle history check.

UCCS is an equal opportunity and affirmative action employer. In compliance with applicable laws and in furtherance of its commitment to fostering an environment that welcomes and embraces diversity, the University of Colorado does not discriminate on the basis of race, color, creed, religion, national origin, gender, disability, age, veteran status, sexual orientation, gender identity or expression, genetic information, political affiliation or political philosophy in its programs or activities, including employment, admissions, and educational programs.