

UCCS UNIVERSITY CENTER AND EVENT SERVICES
DEPARTMENTAL JOB DESCRIPTION AGREEMENT

University Center Operations Graduate Assistant (2 positions available)

JOB SUMMARY

The University Center and Event Services (UCES) is seeking two (2) Graduate Assistant to join our dynamic team to help play a key role supporting the Information Desk, Building Managers, and general operation of the University Center (UC). The University Center exists to support institutional constitutions, off campus organizations, and visitors. This position works to create a friendly atmosphere in the UC by managing student staff in the areas of facility operations and front-end customer service.

The UC Operations Graduate Assistants for Service Operations shall focus on information desk processes and logistics, game room operations and programming, assist with supervision of student employees, and assist with other daily operations related to services, events, and facility use. This position plays a key role in the area of student employee development and training.

LEARNING OUTCOMES

The UC Operations Graduate Assistants will 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 and Building Operations as well as receiving direction from the Administrative Associate and Lion One Card Business Service. The Graduate Assistant will provide daily supervision of UC Information Desk Assistants and Building Managers.

EXAMPLES OF WORK DUTIES:

- Directly supervise Information Desk Assistants/Building Managers including hiring, training, 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.
- Support Information Desk and Building Managers by providing accurate dissemination of information on one card ID system, communications, register, service standard, and building operations.
- Manage staffing and develop programs for the UC Game Room.
- Help conduct and track initial and ongoing student staff training and onboarding.
- Participate in departmental work teams and including the student development and training team.
- Attend all University Center staff and event logistic meetings and/or trainings when possible.
- Provide administrative support to University Center staff when necessary.
- Understand and enforce all University rules and regulations pertaining to operations within the University Center.

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 and programming

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.