Graduate Assistant for Student Center Operations
Office of Student Programs & Engagement at Bentley University

Overview of the Department
The Office of Student Programs & Engagement (SP&E) enriches the Bentley student experience through programs and resources that promote student and community development. We facilitate student skill advancement, sense of self, leadership capacity, social connections and pride. Our motto - explore, engage, empower - is reflected in our dynamic programming, diverse student organizations, transformational leadership opportunities and innovative Student Center.

SP&E is comprised of six professional staff, one administrative assistant, and two graduate assistants. The team works collaboratively, both internally and with other departments within the Division of Student Affairs, to achieve its mission and learning outcomes for students.

Objectives of the Position
The purpose of this position is to support the Student Center operations and student employment experience at Bentley University and to provide a meaningful preparatory experience for a student enrolled in a higher education/student affairs Master’s program. These goals are accomplished through hands-on work with student employment, operational support, facilities management, a supportive and learning-focused supervisory relationship, and opportunities to work alongside a team of full-time student affairs professionals. Opportunities to apply classroom learning, explore other functional areas, and network within Bentley’s student affairs community are intentionally integrated into this experience.

Description of Duties
Under the supervision of the Assistant Director of Student Programs & Engagement, the Graduate Assistant for Student Center Operations provides critical support to Bentley’s Student Center through direct supervision of the Student Center staff, contributing to the overall student experience within the Student Center by providing day to day support of resources and events, and other initiatives that promote student success.

Student Employment
- Co-supervise (35) student employees, consisting of Building Managers, Business Center Attendants, and Event Management Staff
- Assist in planning and leading trainings, staff meetings, and one-on-one meetings with students
- Coordinate recruiting, hiring, and onboarding processes for new members of the staff
- Create and implement ways to enhance the overall student employment experience through trainings, professional development opportunities, and staff bonding and relationship building

Operational Support
- Assist in the overall delivery of daily Student Center operations and services
- Help to establish and maintain policies and procedures as they relate to the daily operations of the Student Center
- Provide exceptional service and customer service to students, staff, and faculty hosting meetings and events in the building
- Advise in the reservations and scheduling process for meetings and events utilizing the Student Center

Facilities Management
- Work with Facilities Management to address and report necessary repairs and maintenance within the building
• Help to provide assistance and troubleshooting with events setups and technology
• Oversee and assist student employees with managing the functionality and usability of the space

**Departmental Support**
• Assist in the management and enforcement of policies, record-keeping and data, and assessment of departmental learning outcome and strategy achievement.
• Participate in weekly one-on-one meetings with the Assistant Director and weekly SP&E staff meetings.
• Serve as an active and contributing member of the department. This includes staffing select major departmental and divisional programs such as Orientation/First Week events, Back2Bentley concert, Halloween concert, Spring Day and the senior Commencement Ball, as schedule allows and in consultation with the Assistant Director.
• Other duties as assigned by the Assistant Director.

**Qualifications**
Successful candidates must be enrolled in a two-year Master’s program in higher education/student affairs administration or related field during time of employment and should have a passion for enhancing the student experience through development of student employees and providing exceptional service and resources for guests utilizing the Student Center.

**Hours**
This is a twenty hour per week, nine month position, running from mid-August to mid-May. Start/end dates for the Fall 2018 semester will be August 13-December 14, 2018; start/end dates for the Spring 2019 semester will be January 7-May 10, 2019. Start/end dates are flexible based on the Graduate Assistant’s schedule and needs of the department. Successful candidates will have the opportunity for renewal for a second year (a two-year commitment is preferred). Some evening and weekend work is required as schedule allows and in consultation with the Assistant Director.

**Compensation**
Compensation includes a stipend of $10,000 per academic year paid at an hourly rate of $13.89; in addition to free campus parking and 10 meal swipes per academic year. The Graduate Assistant will also have the opportunity to participate in a variety of monthly on-campus professional development opportunities offered by the Division of Student Affairs. There are also opportunities for departmental financial support for conference attendance.

**Location**
Bentley University is located about 10 miles from Boston in Waltham, MA. Waltham is on the Fitchburg Commuter Rail Line, and campus is accessible by local bus. The Graduate Assistant would have access to the Bentley Harvard Shuttle, which runs regularly between campus and the Harvard Square stop on the T’s Red Line.