

EMERSON COLLEGE
MAX MUTCHNICK CAMPUS CENTER
GRADUATE ASSISTANT OF OPERATIONS
Job Description

The Campus Center Graduate Assistant is responsible for the operation of the Campus Center information desks and acts as the immediate supervisor and resource for the Campus Center desk staff members. This position reports to the Director and Assistant Director of the Campus Center.

Specific responsibilities of the Campus Center Graduate Assistant include:

- ◇ Assist with the recruitment and hiring of Campus Center desk staff members
- ◇ Have a thorough knowledge of all the Campus Center policies and procedures and ability to carry these out at all times, including the ability to resolve conflicts between staff and patrons as necessary
- ◇ Serve as the liaison between the professional staff and the student staff, addressing any questions, ideas and concerns of the student staff and resolving any issues as necessary
- ◇ Serve as an “on-call” manager to respond to staff or Campus Center issues
- ◇ Hold regular weekly office hours and attend regular meetings with the Campus Center administration
- ◇ Arrive on campus before the start of classes and stay through closing to manage the tasks listed below
- ◇ Assist in the planning and facilitation of training of the desk staff on all procedures, computer programs, audio/video equipment, room functions and setups, policies, etc., and maintain a training binder for the staff, including updated policies, contact info, procedures, and forms
- ◇ Assist with the development and maintenance of the desk staffing schedule for the year. Devise a system for the tracking of shift substitutions and violations of staffing policies
- ◇ Assist in the planning and facilitation of regular staff meetings to discuss operational protocol and provide refresher training sessions as needed
- ◇ Maintain/organize incoming room reservations (paying special attention to avoid double-booking and keeping groups aware of possible policy conflicts with regards to the proper use of the rooms/spaces) and verifying them in EMS
- ◇ Work with the Campus Center administration to monitor the operation of the Campus Center meeting rooms and all of their functions to ensure a smooth operation

- ◇ Create and disseminate reports as related to the usage and maintenance of the facility, and report out as necessary for follow up
- ◇ Devise a system for coordinating/tracking use of auxiliary services (media services, catering, work orders, etc.) in the Campus Center.
- ◇ Work in conjunction with the Campus Center administration to track student groups who violate Campus Center policies, and the resulting sanctions
- ◇ Work with the Campus Center administration and Cabaret Coordinator to develop and maintain multi-media promotional materials for the Campus Center and building-wide events, including the use of AxisTV in approving/posting submitted announcements
- ◇ Develop and execute a comprehensive marketing plan for the Campus Center Promo Table, Resource Room, lockers, cubbies, website and Axis TV monitors
- ◇ Developing special projects and assisting in the development and execution of departmental events and programs
- ◇ Co-Chair a Campus Center board with the Director/Program Coordinator for evaluating and developing services and spaces;
- ◇ Serve as an active member of program planning committees and work on projects with other departments such as Student Activities, Student Life, Residence Life, Athletics, Admissions, Development, Service Learning, and Alumni Relations
- ◇ Other duties as assigned.

Qualifications:

Above average maturity and professionally sound judgment required. An ability to work well with others in a supervisory role and the ability to confront issues in an appropriate manner are necessary. Strong communication and computer skills required; familiarity with software programs such as EMS, PhotoShop, InDesign, and Flash preferred.

Work Schedule:

15-20 hours per week are required. The Campus Center Graduate Assistant will hold regular office hours in agreement with the Campus Center administration. This position includes opportunities for professional development.

If you are interested in applying for the Campus Center Graduate Assistant position, please inquire to the Max Mutchnick Campus Center by sending a résumé and cover letter to campuscenter@emerson.edu.