Graduate Assistant - Operations and Events

Campus Recreation Professional Duties

- Collaborate with Campus Recreation staff to help department make the impact mentioned in our mission and vision statements
- Serves on assigned Campus Recreation and university work teams or committees as needed
- Provide evening and weekend operational support and event coordination as needed
- Produces required information for monthly and annual reports
- Provide instruction and development opportunities for staff through training, coaching and performance evaluations that incorporate student learning outcomes. Specific outcomes include critical thinking, creative thinking, problem solving, quality customer service, conflict resolution, initiative, communication, innovation, and other transferable skills related to the department work integrated learning program
- Attend and participate in University, Divisional, and Departmental events, programs, and training
- Submit marketing requests within established timelines, policies, and procedures
- Other duties as assigned

Area Specific Duties

- Responsible for hiring, training, scheduling, supervision, development, and evaluation of approximately 80-90 student employees including Program Assistants, Facility Supervisors, Guest Service Staff, Youth Counselors, and Event Staff
- Oversee Front Desk operations including patron access, guest pass sales, equipment checkout, Pro Shop sales, towel, and laundry services
- Oversee Fitness Floor operations including equipment cleaning and maintenance, spotting, policy development, and enforcement
- Oversee and develop Youth Programs including Summer Camp, Youth Climbing Club, Kids Night Out, etc.
- Oversee event operations including reservations, invoices, set up and take down, and day of operations
- Handle staff payroll and assist in program area budget development
- Create resource guides, procedural manuals, and other tools for employee reference
- Collaborate across department program areas to ensure Operations, Youth Programming, and Event staff maintain current and accurate knowledge of programs, services, facility hours, events, and policies
- Maintain equipment inventory and make recommendations for purchases
- Conduct facility inspections and communicate maintenance or custodial needs

Required Qualifications by Employment Date

- Bachelor’s degree from an accredited four-year institution
- Admittance into a WVU graduate program
- Successful completion of criminal background check

Preferred Qualifications

- American Red Cross CPR/AED for Professional Rescuer Instructor
- Prior experience with Fusion, Connect2Concepts, When2Work
- Excellent verbal and written communication skills, strong attention to detail
- Ability to work with and lead diverse groups
- Prior supervisory or leadership experience
- Prior customer service experience
- Prior campus recreation experience
- Competent knowledge of general computer programs including Excel, Word, PowerPoint, Outlook, etc.