

**Position Title:** Graduate Assistant, Facilities  
**Department:** Recreation and Wellness  
**Division:** Student Affairs  
**Reports To:** Assistant Director, Facilities & Special Events  
**Hours Per Week:** 20 hours



**Compensation:** \$10,000 Stipend from August 1 – April 30  
\$13.88 Hourly Wage from May 1 - July 31 (*with approval*)  
In-state Tuition Waiver  
Additional Professional Development funds

### **Department Overview**

The Department of Recreation and Wellness, housed in the Division of Student Affairs, believes in a balance of social, mental and physical wellness creates a foundation for successful, healthy individuals. We foster comprehensive wellness by engaging students and the UNCG community in experiential and educational opportunities. We promote lifelong success through meaningful and inclusive programs and resources.

### **Position Description**

The Graduate Assistant, Facilities position holds significant responsibilities related to the daily operations of the Leonard J. Kaplan Center for Wellness. The person in this position is tasked with the responsibility of managing a group of student staff and overseeing the operations of the Welcome Desk, to serve patrons as efficiently and effectively as possible.

### **Task & Supervision**

The Graduate Assistant, Facilities will receive direct supervision and guidance from the Assistant Director of Facilities & Special Events. The Graduate Assistant is also expected to collaborate with colleagues to determine facility management best practices. They must make time-sensitive decisions and use sound judgement to complete their required duties. The Graduate Assistant will recruit, interview, hire and train a group of approximately 40 undergraduate and graduate student employees. Additionally, they are tasked with handling scheduling and payroll processes for student employees.

The Graduate Assistant shall assist Facility Supervisors with the management of all daily operations within the 216,000 sq. ft. Leonard J. Kaplan Center for Wellness. They will assist with risk management planning and implementation of policies and procedures for programs and services offered by the department. The Graduate Assistant is expected to create and maintain helpful resources for student employees that will assist them with difficult situations related to medical and other emergencies, customer interactions and interpersonal communication.

The Graduate Assistant is expected to be a present and an active member of the collegiate recreation community. They should seek professional development opportunities by attending local and national conferences while discovering solutions to common industry challenges.

Graduate Assistant, Facilities daily responsibilities include, but are not limited to, the following:

#### Facility Operations (50%)

- Assist with the daily operations of the Leonard J. Kaplan Center for Wellness Welcome Desk
- Assist with the development and implementation of patron policies related to facility access, dress code, guest pass privileges, and general patron conduct<sup>2,6</sup>
- Provide exemplary customer service to all members and guests<sup>2,5,6,8</sup>
- Establish and maintain a safe, clean, welcoming and inclusive environment for all individuals<sup>2,3,5,6</sup>
- Act as a liaison between patrons and Recreation & Wellness professional staff<sup>2,3</sup>
- Enforce all facility policies and procedures as set-forth by the Department

*The numeric footnotes indicate connections to NACE Career Readiness Competencies – see information on page 3.*

- Respond to patron concerns and use conflict resolution skills to find appropriate solutions for all involved<sup>1,2,5,6</sup>
- Ensure facility security and safety at all times
- Oversee all financial transactions at the Welcome Desk, including sales, refunds, credit card transactions, cash handling, and post-shift reconciliations<sup>1,5</sup>
- Oversee equipment checkout operations including distribution and inventory of sports equipment, fitness accessories, game room equipment, and towel service, while handling equipment replacement responsibilities<sup>2,3,5</sup>
- Manage inventory of Pro Shop food, beverage, and merchandise and make purchasing decisions with external vendors monthly<sup>1,2</sup>
- Make other Welcome Desk purchasing decisions as needed while using budget restrictions and documentation procedures to inform decisions<sup>1,2,3</sup>
- Hold meetings with suspended patrons who damage or fail to return checked out equipment<sup>5,6</sup>
- Hold meetings with suspended patrons who get identification cards confiscated<sup>5,6</sup>
- Communicate with UNCG Facilities Operations and UNCG Facility Services custodial staff<sup>2,3</sup>
- Complete regular facility rounds with Facility Supervisors to ensure spaces are kept up with and patrons are monitored as needed
- Utilize a variety of technology required to carry out duties, including but not limited to InnoSoft Fusion, Accruent EMS, Connect2, WhenToWork, Keywatcher, Blackboard, iPads, and handheld radios<sup>4</sup>
- Serve on work committees within the Department of Recreation & Wellness and the Division of Student Affairs<sup>3</sup>
- Assist in program area specific budget creation<sup>1,3,4,7</sup>

#### Staff Supervision (30%)

- Oversee supervision, training and development of undergraduate and graduate student employees including approx. 20 Patron Services Assistants, 15 Facility Supervisors and 2 Program Assistants
- Recruit student employees through in-person employment expos and online job postings<sup>2,4,6</sup>
- Review applicant materials and coordinate interview processes once a semester
- Onboard and train new student employees through intensive in-person presentation sessions<sup>2,3,4,5,6</sup>
- Ensure newly hired students have mastered necessary skills and possess adequate knowledge to be successful in their roles by holding one on one meetings<sup>2,5</sup>
- Oversee all scheduling activities for student employees in the Facilities program area once a semester, and manage daily scheduling conflicts by approving shift trades and helping staff members find coverage as needed<sup>1,3,4</sup>
- Assist with planning all staff trainings, facilitating bi-weekly meetings, and other developmental opportunities for student-employees<sup>1,2,3,4,5,6</sup>
- Maintain constant communication with student employees through weekly email updates and daily Connect2 memos<sup>2</sup>

#### Risk Management (15%)

- Assist with teaching American Red Cross CPR/AED/First Aid certification classes for student employees as well as department required skills and drills sessions related to various risk management topics<sup>2,5,6</sup>
- Ensure all staff certifications are being kept up with and initiate recertifications as necessary<sup>4</sup>
- Update and maintain accurate Emergency Action Plan resources for staff to utilize when needed<sup>1,2</sup>
- Execute the Emergency Action Plan as needed and ensure staff are following protocol accurately<sup>1,2,3,5</sup>
- Provide care for injured or ill patrons during minor and major medical situations
- Respond to emergency situations including but not limited to facility evacuations, severe weather sheltering, and power outages<sup>1,2,3,5</sup>
- Communicate with University Police, UNCG Emergency Management, and local emergency personnel<sup>2,3</sup>
- Implement post-incident procedures and complete required documentation with detail and accuracy<sup>2,4,6</sup>
- Follow up with persons involved in incidents as needed
- Assist with monitoring of first aid supplies and emergency equipment to ensure staff are prepared to respond when necessary<sup>1,2,3,5</sup>

### Marketing & Promotions (5%)

- Advertise Recreation and Wellness events and programming offerings to patrons<sup>1,6</sup>
- Provide facility tours to prospective members and visitors<sup>2,5,8</sup>
- Maintain current knowledge to inform patrons of Recreation & Wellness programs and services
- Answer patrons' questions related to Recreation & Wellness via in-person or telephone communication<sup>2,8</sup>
- Offer additional services that may be of interest to patrons, including but not limited to locker rental, towel service, personal training, swim lessons, and additional member sponsorship<sup>2,5,6</sup>

### **Required Skills, Experience, and Certifications**

- Bachelor's degree
- Full admittance to a UNCG graduate program
- Current certification in CPR/AED for Professional Rescuer with First Aid from American Red Cross (training provided upon hire)
- Successful completion of criminal and driving background check
- Previous experience working for a collegiate recreation department
- Demonstrated ability to communicate effectively with diverse groups of individuals
- Demonstrated ability to manage multiple tasks simultaneously and work in a fast-paced environment
- Demonstrated ability to think critically and exercise sound judgment in decision-making
- Demonstrated ability to work in a collaborative, team-oriented environment
- Ability to lift up to 25 lbs. and work at height using a ladder (training provided upon hire)

### **Preferred Skills, Experience, and Certifications**

- Prior experience in a supervisory position or leadership role
- Prior work in a collegiate recreation facility operations
- Prior customer service experience
- Prior experience recruiting and hiring staff
- Prior experience leading group trainings and/or meetings
- Current certification in CPR/AED/First Aid Instructor from American Red Cross (training provided upon hire)

### **Applications**

Interested candidates should submit a résumé, cover letter, and list of three (3) references by email to Chelsea Phipps at [caphipps@uncg.edu](mailto:caphipps@uncg.edu).

#### **The National Association of Colleges and Employers | Career Readiness Competencies**

<https://www.nacweb.org/career-readiness/competencies/career-readiness-defined/>

- 1) Critical Thinking/Problem Solving
- 2) Oral/Written Communications
- 3) Teamwork/Collaboration
- 4) Digital Technology
- 5) Leadership
- 6) Professionalism/Work Ethic
- 7) Career Management
- 8) Global/Intercultural Fluency

*If you are an individual with a disability and need reasonable accommodation to participate in the application process, please contact the Department of Recreation & Wellness by phone at 336.334.5924 or by email at [recwell@uncg.edu](mailto:recwell@uncg.edu).*