

**Position Title:** Graduate Assistant, Event Operations  
**Department:** Recreation and Wellness  
**Division:** Student Affairs  
**Reports To:** Coordinator, 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 that 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 for Event Operations oversees the daily operations of the Special Events program area, which manages event reservations within all indoor and outdoor Recreation & Wellness spaces. The Graduate Assistant is tasked with overseeing the Special Events Supervisors and Assistants and is involved with a variety of events hosted by the Department. Additionally, this position will aid in student development efforts for the entire Department through staff recruitment initiatives and professional development opportunities. **Please note that this position may change given budget or other university decisions.**

### **Task & Supervision**

The Graduate Assistant, Event Operation will receive direct supervision and guidance from the Special Events Coordinator. 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 15-20 undergraduate and graduate student employees. Additionally, they are tasked with handling scheduling and payroll processes for student employees. The Graduate Assistant is expected to collaborate with colleagues for Departmental events and marketing. They will be working on a combination of both in-person and virtual events.

With an emphasis on student development, the Graduate Assistant will serve on the Student Development committee. They will assist with departmental student development and training opportunities, in addition to program area specific opportunities. 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, Event Operations daily responsibilities include, but are not limited to, the following:

#### Event Operations (35%)

- Assist with implementation of two department-wide events, including planning, budgeting, and marketing for the events<sup>2,3,5</sup>

- Collaborate with other Recreation & Wellness program areas for their event needs<sup>2,3,6</sup>
- Assist with large departmental events<sup>2,3,5,6</sup>
- Oversee the Department's semesterly Employment Expo, including planning, communication, and marketing<sup>1,2,3,4,8</sup>
- Serve on a UNCG new student convocation subcommittee<sup>7,8</sup>
- Learn to be proficient in Social Tables and Event Management Software (EMS)<sup>4</sup>
- Create facility space layouts and event notes for client logistics meetings and for Special Events staff reference<sup>2,3,4</sup>
- Perform Special Events equipment maintenance as necessary<sup>1,4</sup>
- Attend Division and Department staff meetings<sup>2,6</sup>

#### Staff Supervision (35%)

- Responsible for staff oversight of 15-20 Special Events Supervisors and Special Events Assistants, including hiring, training, scheduling, supervision, and evaluations<sup>2,3,5,6</sup>
- Coordinate scheduling of setup, event, breakdown, and cleaning shifts for Special Events staff<sup>1,2,3,4,7</sup>
- Create and update policies and procedures for Special Events program area<sup>1,2,4</sup>
- Maintain consistent communication with Special Events staff by providing weekly emails containing pertinent program and department updates<sup>2,3,5,7</sup>
- Oversee Special Events staff payroll and assist in budget development<sup>2,4,5</sup>
- Assist with employee accountability concerns and staff appreciation initiatives<sup>1,2,5,6</sup>

#### Student Development (15%)

- Plan and lead Special Events staff trainings, meetings, and development sessions<sup>1,2,4,5,6,7</sup>
- Serve on the Recreation & Wellness Department Student Development Committee<sup>1,3</sup>
  - Committee responsibilities: plan monthly student development sessions, coordinate the semesterly Department All Staff Training, and facilitate Departmental new hire orientation for student employees
- Assist with the coordination of the Recreation and Wellness Student Employment Expo<sup>3</sup>
- Collaborate with the Marketing program area to lead Department student employment recruitment efforts<sup>2,3</sup>

#### Risk Management (10%)

- Ensure all staff certifications are current 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<sup>1,5</sup>
- 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>1,2,3</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<sup>1,2</sup>
- 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>
- Assist with teaching CPRO certification classes for student employees as well as department required skills and drills sessions related to various risk management topics, training provided upon hire<sup>2,5,6</sup>

### Marketing & Promotions (5%)

- Oversee inventory of Pro Shop food, beverage, and merchandise and make purchasing decisions with external vendors monthly<sup>1,2</sup>
- Utilize InnoSoft Fusion required to carry out duties<sup>4</sup>
- Assist with program marketing for events as well as the Employment Expo<sup>1,3,4</sup>
- Represent the Department of Recreation & Wellness in a professional manner as a liaison with members and participants<sup>2,6</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 event operations
- Prior experience leading group trainings and/or meetings
- Prior customer service experience
- Prior experience recruiting and hiring staff

### **Applications**

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