University Unions Facility Management & Reservations
Graduate Assistants

Position Overview:
University Unions is currently hiring one Graduate Assistant in the Texas Union, this includes Hogg Auditorium. This is a leadership position offering a high degree of facilities management experience. They will supervise a student facility management team that assists with events, safety & security and emergency response. The University Unions is a customer service organization and these facilities are high-traffic areas. This position will have extensive in-person contact with the University and Austin community where we want to ensure exceptional experiences within our facilities.

Application Deadline: As Advertised

Hiring Department: University Unions

Supervisor: Assistant Director

Length of Assignment: Nine-month position, with starting dates in mid-August continuing through May.

Hours per week: Approximately 20 per week.
- Texas Union: Hours to be scheduled between 3:30pm to 9pm, Monday through Friday, with some prescheduled weekend hours. May require weekend evenings and/or weekend work.
- Student Activity Center: Hours are flexible but may require some Sunday work.

Stipend: $1,100 per month plus in-state tuition and insurance

Duties and Responsibilities:
The duties and responsibilities vary, but may include:
- Provide support and supervision for the student facility management team, including assisting with hiring, scheduling, training, and evaluation.
- Oversight of daily operations of the building including security and event services.
- Respond to and resolve facility and event issues.
Duties and Responsibilities (cont.):

- Utilize reservations software (EMS) to assist with the scheduling and set-up of events.
- Coordinate room activity with Event Staff to insure that the rooms are ready for use.
- Create and maintain a Building Services Wiki to assist with transfer of knowledge and recording of best practices.
- Prepare reports and other written correspondence on a daily basis.
- Develop a day-of intake program for events to monitor quality of facility, setup, and AV.
- Develop events surveys to measure user satisfaction.
- Oversight for the Student Organization Workroom, and working with Student Ambassadors to expand offerings for event support.
- Conduct event consultations with student organizations and departments.
- Serve on the facility inspection team and as a member of the operations team.
- Assist in the enforcement of facility guidelines and university policy.
- Other, related responsibilities, as assigned.

Required Qualifications:

- Must be a currently enrolled graduate student (taking at least 9 hours). Preference will be given to Master's and Ph.D. students in the College of Education’s Higher Education Administration program.
- Experience with Macintosh/PC hardware and software, including mobile devices.

Preferred Qualifications:

- Service oriented with strong customer service skills
- Ability to train others in methods of quality customer service
- Ability to make independent, ethical decisions using good judgment.
- Excellent written and oral communication skills
- Proven organizational skills and strong interpersonal skills.
- Attention to detail.
- Ability to design and implement assessment instruments.
- Ability to review collected data and interpret results.

STUDENT LEARNING ASSOCIATED WITH THESE POSITIONS (from CAS standards):

1. **Humanitarianism and Civic Engagement** – Gain an understanding and appreciation for individual differences and needs of our diverse patrons and how they interact with our organization.
2. **Interpersonal Development** – Build relationships with various University entities, especially students, faculty and staff and work collaboratively with others.
3. **Effective Leadership** – Identify team needs and develop relevant programs to execute team goals.
4. **Personal and Professional Competence** – Communicating effectively orally and in writing through reports and online.
5. **Learning, Application, and Integration** – Synthesize multiple sources of information to make decisions in a dynamic work environment.
STUDENT LEARNING ASSOCIATED WITH THESE POSITIONS (cont.):

6. **Critical Thinking and Problem Solving** – Learn how to identify issues, reflect, and creatively develop solutions.

Association of College Unions International (ACUI) Core Competencies Associated with these Positions:

- Student Affairs Facilities Management
- Human Resource Development
- Management
- Planning
- Student Learning