Position Description

**JOB TITLE:** Memberships – Graduate Assistant

**APPOINTMENT:** 20 hr week w/ waiver & stipend

**REPORTS TO:** Administrative Coordinator Senior, Memberships

**PREFERRED START:** Fall

**About Georgia State University**
Georgia State University is in Atlanta, with an enrollment of over 50,000 students. The mission of the department of Recreational Services is to promote healthy lifestyles through exceptional recreational programs, services, and facilities. At the Atlanta campus, Recreational Services is housed in the 161,000 ft², $30 million Student Recreation Center (SRC). Our two off-campus sites are also managed by the department; Panthersville Recreation Complex, an outdoor lighted multipurpose athletic field area and the Indian Creek Recreation Area which includes the Lodge, Challenge Course, Outpost, an outdoor pool, event lawn, and sand volleyball court. The department also offers recreation opportunities at our five Perimeter campus locations.

**About Georgia State University GraduateAssistantships**
The department of Recreational Services offers numerous graduate assistant opportunities. Our positions are designed to provide enhanced service to our patrons and programs while providing an excellent opportunity for the graduate student to enhance their academic knowledge and professional skills. This position is specific to supporting programs or services offered at the Atlanta campus. The information below is for your review to assist in your decision on whether to apply for the position.

Tuition will be waived including out of state waiver. You are responsible for your student fees (http://sfs.gsu.edu/tuition-fees/what-it-costs/tuition-and-fees/) and books. Current graduate assistants are granted a 10% book discount at the GSU bookstore. You will receive up to $4,500 stipend Fall and Spring semesters and up to $3,000 for Summer (depending on your appointment/hours worked). These amounts are based on 20 hours of work per week during the academic semester. This appointment is on a semester-to-semester basis dependent upon job performance and funding. Scheduling will be determined by your supervisor and will vary each semester. Academic classes will be accommodated. Please note that you do not get your first check until the last working day of September. Plan accordingly. For more information on application requirements and deadlines for the College of Education, please visit http://education.gsu.edu/oaa/App_Deadlines.htm.

**Job Description:**
The Graduate Assistant in Memberships, under the direction of Brenda Webb, Administrative Coordinator Senior, Memberships is responsible for overseeing the day to day operations of member services which includes access control, membership sales, program registration and Administrative office support.

**Primary Responsibilities:**
- Assist with recruitment, interviewing, hiring, training, supervision, discipline, scheduling and evaluation of approximately 20 – 25 undergraduate student employees.
- Plan and conduct monthly Service Counter and Office Attendant staff meetings and assist with Team Leader Meetings.
- Coordinate the annual Fall Staff Retreat at Indian Creek prior to Fall Semester classes.
- Assist with recruitment and supervision of the Service Counter/Office Attendant and Team leaders.
- Maintain student employee files and keep an updated spreadsheet of training and certifications completed.
- Inventory control and supervision of supplies and materials at the service counter and administrative office.
- Membership Management, including renewals, purchases, id issues and report preparation.
- Develops and updates policies, procedures and manuals for the areas of direct responsibility.
- Coordinate special events scheduling such as (Large Group Tours and Spotlight Programs).
- Provides customer service follow up as needed for memberships or related issues.
- Utilizes technology and software such as, Microsoft Word, Excel, Outlook, PowerPoint, Profile Manager, Banner, Active Network, Google Docs and Group Me.
• Assist with facility reservations memos, updating schedules and signage for special events.
• Ability to conduct research and implement new ideas in to our Member Services as needed.
• Keep up with latest trends in Member Services and student employee development and management in a campus environment via NIRSA and other platforms.
• Support the philosophy and Mission of the Department of Recreational Services.
• Possess leadership and supervisory abilities.
• Ability to work independently and as a part of a professional team that collaborates effectively with colleagues.
• Ability to finish tasks in a timely manner and meet deadlines.

Secondary Responsibilities:
• Attend all staff meetings and trainings hosted by the Department of Recreational Services.
• Evening/Weekend work responsibility as required.
• Attend University meetings and trainings as assigned.
• Experience in the use of technology and with the training and supervision of student staff in a campus recreation environment is preferred.

Minimum Requirements and Employment Terms:
• Bachelor’s degree in Recreation, Physical Education, Business, Communications, Sports Administration or closely related field.
• Acceptance into the Master’s Program at Georgia State University, pursuing a degree. Must be accepted to receive a position offer.
• Must maintain a 9-hour class load for fall and spring semesters; 6-hour class load during the summer semester.
• Work on average 20 hours per week. Scheduling will be determined by your supervisor. Schedule will vary each semester.
• Certification for Adult CPR/AED/First Aid or can obtain within first month
• The appointment will be for the academic year (Fall, Spring, Summer). The appointment is on a semester-to-semester basis dependent upon job performance and funding. If funding allows and job performance is satisfactory a two-year commitment is expected.
• Assume responsibility for the mandatory health insurance requirement (http://www.studentinsurance.com)