Graduate Assistant for Sharky’s Box Office and Game Room

Reports to:  Gillian Perry, Assistant Director Campus Life Arts and Programs

Start Date:  August 2018

Position Summary:  The graduate assistant for Sharky’s Box Office and Game Room will supervise the Sharky’s student staff and two (2) student managers. The Sharky’s Graduate Assistant is responsible for overseeing the daily operations, sales, programming, and marketing of Sharky’s Game Room & Box Office. The Graduate Assistant will develop programming for the space as well as work with outside programmers to ensure customer service. This position also serves the overall Campus Life Arts and Programs department.

Learning Outcomes:
- Event planning and management skills.
- Develop supervision skills and style
- Understanding of basic assessment and program evaluation methods.
- Training Design and Implementation

Minimum Qualifications:
- Demonstrated leadership and organization skills
- Ability to communicate effectively with a range of constituents
- Strong writing and proofreading skills
- Ability to think creatively and develop new initiatives
- Desire to work in a very fast–paced, deadline-driven office environment
- Must be a registered graduate degree-seeking student in good standing with the University, and must have a minimum 2.5 GPA to be eligible for, and continue, employment with Campus Life.

Specific Responsibilities:
- Recruit, hire, supervise and evaluate staff members
- Work with student manager to coordinate bi-weekly staff meetings
- Supervise Sharky’s student manager and staff
- Supervise Box Office Specialist and all items related to ticketing and Box Office operations
- Oversee staff scheduling for shifts, programs, events and marketing
- Plan, implement and assess Sharky’s staff trainings
- Ensure that staff conducts appropriate cash management for the table games, concessions and ticket revenue
- Ensure that equipment is checked out and checked-in according to established procedures
- Correspond with Aramark representative to secure concessions invoices
- Update inventory costs to determine profitable pricing
- Work with supervisor to place orders for games, equipment and supplies
- Market venue to UNCW offices and student organizations for event rental
- Ensure that staff is aware of upcoming reservation and event details in order to facilitate customer service
- Conduct a daily review of staff logs, spreadsheets and deposit information submitted through SharePoint
- Complete weekly sales reports on the Point of Sale system to track membership sales, concession sales and game usage
- Work to coordinate Sharky’s Membership Programs throughout the semester
- Provide point of sale data and contribute observations for semi-annual and annual reports
Update the Sharky’s manual and ticketing manual, as needed
Assist as needed with program development, volunteer management, and program evaluation.
Attend meetings with the Campus Life Arts & Programs staff
Work with Assistant Director to develop and implement Summer @ the Dub Programming
Oversee Summer @ the Dub ticket distribution

Administrative Responsibilities
- Interface with inter-unit and other campus areas on behalf of the Director (Sharky’s Box Office & Game Room, Printing Services, Campus Caterers, ITSD/AV, Auxiliary Services, etc.)
- Adhere to the Campus Life Student Employee Manual and UNCW’s Code of Student Life.
- Participate in all mandatory area and department student staff meetings and trainings including a New Employee Orientation.
- Maintain a neat and professional appearance during all shifts; a name tag and staff shirt will be provided by Campus Life. (Note specific attire for your area.)
- Attend meetings with the Campus Life Arts & Programs staff.
- Provide administrative support to the Director of Arts & Programs
- Other duties as assigned.

Knowledge, Skills & Abilities and Experience Requirements:
- Excellent writing, time management, organizational and interpersonal skills required; technical writing skills preferred
- History of working with program and event planning and implementation.
- Previous experience in supervising and managing volunteers preferred.
- Ability and desire to work in a team environment
- Must demonstrate a commitment to quality, meticulous attention to detail and consistency in work product
- Positive attitude and strong work ethic.

Compensation: $11,500 to be dispersed over 9 months (August – May) 20 hours per week during the academic year.

Application Procedure: Please submit your resume and cover letter to perryg@uncw.edu. For job descriptions and additional information, please visit: http://uncw.edu/campuslife/studentstaff.html

Commitment:
Student employees in the University are respected and appreciated by the staff. Opinions and input are encouraged, important, and necessary for the smooth work flow and public image of the Campus Life and the University as a whole.

Equal Education and Employment Opportunity
The University of North Carolina Wilmington is committed to and will provide equality of educational and employment for all persons regardless of race, sex (such as gender, marital status, and pregnancy), age, color, national origin (including ethnicity), creed, religion, disability, sexual orientation, political affiliation, veteran status, or relationship to other university constituents – except where sex, age, or ability represent bona fide educational or occupational qualifications.