



Graduate Assistant for Event Support & Technology Job Description

Reports to: Zachary Hollenbaugh, Assistant Director of Event Management & Technology

Start Date: TBD

Number of Positions Available: 1 part-time (20 hrs/wk) graduate student position

Position Summary: The Event Staff team is dedicated to the support of events that take place in Campus Life venues. The GA for Event Support & Technology will provide assistance to the student staff and the professional staff for both the operations and technical team of Campus Life including scheduling, event support, inventory management, and technical assistance. Additionally, this position will function alongside the professional staff members and Event Staff IIIs to act as part of the Management Team, assisting in all parts of the job lifecycle, facilitating the implementation of new programs such as the Mentorship program and Dub the Mic Competition, and filling in when there are gaps in coverage.

The GA position is an excellent opportunity to gain experience working under the professional management of the Event Staff and to engage the student staff. The emphasis for this position is to provide an improved experience for clients through the daily oversight of the student staff schedule, additional support for ongoing events, and preemptive event setup. The position will accomplish this by facilitating communication in and amongst staff members to identify and resolve scheduling issues when and if they should arise, aiding in disciplinary actions, monitoring student hours and clock in rates, and generally helping identify problems with scheduling or the staff so that the management team can find ways to address such problems. The GA will also have the opportunity to participate in the many initiatives the Management Team employs to train and develop the staff. To take full advantage of this opportunity, it is the expectation that the GA engage in staff meetings, complete weekly TimeClock reports, and be in attendance for both Fall and Spring departmental trainings, as well as serve as a supporting resource to the Event Staff team, and Campus Life as a whole.

Being a GA for the Event Staff requires accountability, precision, accuracy, consistency, and patience. Success in this position will require a level of professionalism, responsibility, teamwork, and adaptability to what the job may demand such that you will help provide effective leadership as a part of the Management Team. As a department we depend on the Event Staff to consistently provide the best product possible to our clients and expect that the GA will be fundamental in helping hold the staff accountable for delivering that consistency.

Learning Outcomes: As a result of serving as the GA, the employee will enhance his or her ability to:

- Manage and schedule a staff of 20+ student employees for the 4,000+ events/year using the Campus Life space that require Event Staff support, including operations, technology management, and event management.
- Utilize Event Management Software (EMS) and Social Tables to translate the weekly reservation demands into the WhenToWork student staff schedule.
- Function as a liaison between the professional staff members and the student staff team.
- Conduct all aspects of the job lifecycle, including interviews, hiring, discipline, reviews, and termination.
- Think critically and solve problems where decision-making outcomes affect event success, employee improvement and retention, and staff morale.
- Improve the way you listen to others on the Management Team and to the student staff members, using empathy and self-control when diffusing arguments.
- Identify a staff need or problem and proactively find and implement solutions through management teamwork.
- Balance the demands of graduate work alongside the job requirements.
- Appraise choices realistically when considering difficult decisions and seek professional advice/mentorship when appropriate.
- Translate the Campus Life mission and the professional staff's expectations to the students you help supervise.
- Delegate and encourage others in the Campus Life family with a focus on team goals over personal goals.

Specific Responsibilities:

- Management of the production staff schedule with oversight of updates, additions, or cancelations, including operations and production technicians.
- Ensure venues are set and equipment is operating properly prior to events.
- Assist in the creation and management of Campus Life inventory and buildings using 3d modeling software.
- Complete weekly reports comparing WhenToWork and TimeClock hours and exploring any discrepancies.
- Provide event support when necessary.
- Explore opportunities to train and develop the student staff with the Management Team.
- Perform other administrative duties as directed by the professional staff.
- Other duties as assigned.

Qualifications:

- Must be a graduate degree-seeking student and must have a minimum 2.5 GPA to be eligible for, and to continue, employment with Campus Life.
- Must have a flexible schedule and should expect to include mornings, late evenings, and/or weekends outside of building hours and/or scheduled office hours.
- Must be able to attend staff meetings and trainings when necessary as well as weekly Management Team meetings.
- Demonstrated logistical, leadership, and organization skills.
- Demonstrated technical ability and/or willingness to learn new technical skills.

- Ability to effectively communicate with students, professional staff, and clients.
- Ability to manage multiple priorities and schedules.
- Great attention to detail and ability to anticipate potential problems.
- Ability to learn computer skills related to the following programs; Sharepoint, EMS, Office Suite, 3d modeling software.
- Think creatively to help improve the staff.
- Manage deadlines in a fast paced, ever changing environment.

Benefits: Stipend of \$12000 over a 12 month period, June 1st through May 31st.

Hours: The position will require an average of 20 hours per week. Hours are inclusive of office hours, meetings, and programs, and can be subject to demands and program needs. Some evening and weekend hours should be expected. The GA is expected to use scheduling flexibility to balance school and work while still functioning as an active and engaged member of the Management Team.

Application Procedure:

Notification concerning the application window will be emailed out through Campus Life when vacancies arise. Please submit your resume and cover letter to Zachary Hollenbaugh (hollenbaughz@uncw.edu).

Applicants are welcome to utilize the Career Center located in the Fisher University Union (2035) to refine application materials before applying.

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 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 education 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.