



**Graduate Assistant Position  
University of Miami Student Center Complex**

**General Description**

The Graduate Assistant (GA) serves as a staff member of the Student Center Complex with direct reporting responsibility to the Associate Director, Events and Reservations. The primary areas of responsibility include supporting the efforts of the events and reservations office, integration and communication with operations, assessment, supervision and coordination of the Student Center Complex Advisory Council.

**Position Appointment Dates**

August through May

**Compensation**

The GA receives a stipend to be disbursed, in parts, throughout the term of the position appointment.

**Primary Duties and Responsibilities**

**Events and Reservations**

- Assist with the scheduling, coordination and execution of the over 8,000 annual reservations at the Student Center Complex.
- Assist with management of the reservation software (RESS, EMS, Social Tables, Returnity, When To Work, etc.).
- Assist with invoicing and collections.
- Serve as a front line customer service representative for students, faculty/staff, and guests of the Student Center Complex.
- Staff major events on behalf of the Student Center Complex.

**Operations**

- Integration and communication between the Events & Reservations and Operations teams
- Work closely with the operations staff to ensure successful execution of SCC programs.

**Assessment**

- Create, maintain and oversee customer satisfaction information for events and services at the SCC.
- Assist in the preparation of annual reports by utilizing events and services assessment data.

**Student Center Complex Advisory Council (SCCAC)**

- Co-advise and be the administrative lead for the SCCAC.
- Schedule meetings of the SCCAC

**Student Assistants**

- Assist Customer Service Supervisor with overseeing the over 30 student assistants at the Information Desk.
- Assist in selection, and training of student assistants in conjunction with the Customer Service Supervisor and Sr. Customer Service Representative.
- Coordinate efforts for student evaluations across the entire SCC (Information Desk Staff, Pool Staff, A/V Staff, and Operations Assistants).



**Marketing**

- Assist the Communication Specialist with marketing efforts on behalf of the SCC.

**The GA also supports all departmental programs and efforts, with additional projects as assigned.**