



General Description

The role of this position is to help create, maintain, and execute a comprehensive student employment program for the Student Center Complex. Supervised by Associate Director & Events Director of the Student Center Complex, this position will collaborate with professional staff and student supervisors to build a cohesive continual training and development program for the student staff working within the Student Center Complex. This will be achieved by collaborating with professional staff members and 100+ student employees. The goal is to build an engaged learning atmosphere where students will develop skills to help prepare them for their future aspirations. The secondary goal is to build a cohesive unit among all the student staff within the Student Center Complex team.

Primary Duties and Responsibilities

- Work with professional staff and student supervisors to develop departmental learning outcomes for student employees at the information desks, building operations (event support), A/V support, administrative office support, the UC Pool (lifeguards & information desk), and the Rathskeller.
- Assist with the student employment program including marketing, managing the application process, interviewing protocol/practices, hiring, scheduling, and training.
- Design and implement training through continuing education opportunities that support and enforce the University's core values and service standards.
- Maintains staff schedules in the department's scheduling software, including reviewing dropped shifts, reviewing shift trade requests, and ensuring consistent coverage.
- Monitors and maintains the SCC student employment email inbox.
- Design and facilitate student evaluations, including self-evaluation and supervisor evaluations.
- Take lead on the department's effort in appreciating and recognizing student employees, most especially during Student Employee Appreciation Week.
- Evaluate the training needs of each area of the SCC and develop programs and development accordingly.
- Offers leadership, guidance, and direction to the student supervisor team as it strives to provide the highest quality in standards and services for our students, faculty, staff, and guests.
- Serve as a co-advisor to the Student Center Complex Advisory Council (SCCAC) by scheduling and facilitating monthly meetings.
- Maintains visibility and contact with student supervisors and all student employees.
- Schedule and facilitate monthly student staff meetings.
- Attend the weekly Events, Operations, and A/V staff meeting.
- Be an active member of the Student Center Complex team by providing input and feedback.
- Support all departmental programs and efforts, with additional projects as assigned.

Professional Development

- Provided that University budget permits, the SCC will sponsor the Graduate Assistant to attend a national or regional ACUI conference. The SCC will cover the conference registration fee, airfare, and lodging costs.
- The Graduate Assistant will be connected with departments and offices throughout the institution to gain a better understanding of a multitude of functional areas within student affairs.

ACUI Core Competencies

Individuals can use the ACUI core competencies to better understand the foundation of knowledge and expertise required in student centers and in the activities field. This position will focus most on the development of skills, knowledge, and disposition in these competency areas: Marketing, Organizational Leadership, Planning, Social Justice, and Student Learning.



**STUDENT
CENTER
COMPLEX**

University of Miami Student Center Complex Graduate Assistant Position

Required Skills

- Ability to operate professionally and autonomously.
- Experience working with students of diverse educational, racial, ethnic, and cultural backgrounds.
- Excellent verbal skills, ability to present to individuals and groups.
- Excellent written skills for professional communication.
- Ability to multitask on several projects simultaneously.
- Previous student leadership or employment experience in a college/university setting.
- Desire to work with and mentor students.
- Able to work evenings and/or weekends as needed.

Terms of Employment

- The term of the position will be from August through May and may be renewed annually.
- The Graduate Assistant will work 20 hours a week, including nights and weekends.
- The Graduate Assistant must have been accepted to or enrolled in a graduate or professional program, preferably in an area of higher education administration, business management, education & social change, or leadership.

Compensation

The GA receives a stipend to be disbursed, in parts, throughout the term of the position appointment. This position does not include a tuition waiver.

Job descriptions are not intended and should not be construed to be exhaustive lists of all responsibilities, skills, efforts or working conditions associated with a job. The SCC leadership team reserves the right to revise duties as needed.