
Graduate Assistant – Member Services

The Graduate Assistant – Member Services reports directly to the Associate Director of Operations. This position has direct oversight for student staff and assists with event management and marketing/communications for the department.

Direct Report – Brittani Lee – Associate Director of Operations

Duties and Responsibilities:

- Assist in the hiring, training, scheduling, and supervision of approximately 8-10 Student Membership Services Representatives and Crew (10-15), who set-up/tear-down for special events in the Student Recreation Center.
- Assist Associate Director of Operations with membership management, including daily deposit, membership forms, etc.
- Communicate with members on all aspects of membership and usage policies.
- Maintain a level of knowledge about CSI Spectrum and oversee your areas functionality.
- Create, update, and maintain operational manuals for department staff related to customer service, POS, communication skills, transaction handling, software, and general departmental knowledge that align with industry standards.
- Oversee locker rental and turnover process.
- Assist Associate Director with departmental marketing and communications.
- Maintain inventory for the Campus Recreation Pro Shop.
- Assist with assessment reports that may be requested.
- Act as the “on-site” manager for special events that are scheduled in the Student Recreation Center.
- Cover university resource fairs or any other type of outreach for the department.
- Coordinate, participate, and provide positive insight on the department’s student development board, Rec Council.
- Perform other duties as assigned.

Qualifications:

Candidate must hold a Bachelor’s degree. Candidate must be accepted and enrolled into the Indiana State University Graduate School. Graduate Assistants must maintain all graduate school enrollment and progression requirements to sustain eligibility. Confirmation of offer is contingent upon acceptance into Graduate School.

Candidates must have 1-4 years in Campus Recreation environment, priority will be given to those applicants who have experience working in facility, membership & departmental operations, staffing, & student development.

Previous experience with the online scheduling program WhenToWork.com is a plus. Candidates should have aspirations toward a career in campus recreation or a related field. Previous experience with CSI Daxko/Spectrum is a plus.

(Upon Hire)

Must maintain a 3.0 GPA in graduate course; Sports Management program Recommended

Must obtain/maintain CPR/AED certification within 3 months of hire date and continuously maintain it

Compensation:

Tuition waiver for in/out of state –value of approximately \$18,000 for out of state Anticipated. Stipend: \$9200/Aug-May. Covers 9 credit hours/semester. Student is responsible for payment of university's general fees. Additional benefits including possible assistance with professional development opportunities (State Workshop-IRSA, Region III Student Lead On, and NIRSA).

Employment Dates

Contract will start early-August to mid-May with a two year assistantship commitment (summer employment may be available). Second year renewable based on performance evaluation of 1st year.

Application Process

Applications will be accepted and reviewed until position is filled.

Please submit cover letter, resume and three professional references – including name, title, address, telephone and email address of each via email to: Brittani Lee, Associate Director-ISU Campus Recreation, Email address: brittani.lee@indstate.edu.

Campus Rec website www.indstate.edu/campus-rec