

## **Graduate Assistant, Campus Event Operations and Support**

### **General Overview:**

Student Unions and Activities is comprised of several high-traffic NAU buildings, including the University Union, duBois Center, and Health and Learning Center. These buildings serve as central hubs for student services, recreation, events, clubs, and organizations. In addition, the University Union and du Bois Center houses the primary residential dining locations for north and south campus as well as a variety of retail outlets. These facilities fall under the Campus Event Operations and Support department and are mainly operated with a student staff of 35-60 members, who are responsible for information desk operations, customer service to both internal and external patrons of NAU, conference room set-up and support, opening and closing of the buildings, general building management, and equipment delivery around the NAU campus based on event needs. (This equipment requires manual labor and team effort to ensure equipment is delivered properly without damage, in a timely fashion).

Campus Event Operations and Support (CEOS) is seeking a Graduate Assistant (GA) to work 20 hours per week to provide support for events and building operations. This graduate assistantship provides an excellent opportunity for student employee supervision and event operations and logistics.

### **Special Information:**

Our buildings are open Monday through Sunday, generally from 7am-9pm, but could be later or earlier depending on events and reservations. Schedule may be flexible within this timeframe, but will require some evening and weekend work as needed. May be responsible for occasional on-call duties over weekends. Opportunity for and preference given to applicants who can work some winter and summer break hours.

### **Assistantship Duties and Responsibilities:**

The GA for CEOS leads the hiring, supervising, and evaluating the Student Unions student staff. In addition, this position works with the Event Coordinators and Director to ensure the buildings operate smoothly and efficiently, with the goal of serving students, faculty, staff, and external patrons with professionalism and a customer service oriented attitude. This includes, but is not limited to:

#### **Student Supervision**

- Supervise 30-60 student Student Unions student employees. Assist with hiring, training,

- employment records and documentation, and evaluations.
- Coordinate and oversee office training and paperwork in areas such as: Job/Facility Training, Required NAU Trainings, Van Training, GPA checks, etc.
  - Provide or coordinate group presentations, speakers, and workshops for Student Union employees on a regular basis.
  - Administer, verify, and submit payroll on behalf of the Student Unions staff.
  - Build rapport with staff, implement staff recognition, and encourage staff morale.
  - Provide solutions to staff issues, perform disciplinary conversations, conduct meetings/probation, etc.
  - Supervise and improve Student Union employee tasks (lost/found, communication materials, hiring processes, conference room set-ups, yellow bike operations, scheduling & event coordination).
  - Demonstrate openness to feedback from students and supervisors and willingness to grow.
  - Attend and play an active role in reservation meetings, management meetings, and staff meetings on a regular basis.
  - Replace student manager or shift lead on shift when necessary.
  - Serve as liaison between student staff and full time employees as needed.

#### Other Duties

- Learn Event Management System and help coordinate events
- Learn Fusion to track memberships and equipment for the Yellow Bike Program
- Assist in tracking inventory and equipment
- Other projects as necessary

#### **Minimum Qualifications:**

- Bachelor's degree and current or incoming Graduate Student (Preferred Majors: Public Administration, Educational Leadership, or Counseling: Student Affairs)
- 1+ year experience supervising or serving in a leadership role
- Experience building positive professional relationships
- Computer competency including Microsoft Office Suite, Google Drive applications, and general database experience
- Customer service experience
- Priority will be given to individuals who can work for 2 full years

#### **Preferred Qualifications/ Knowledge, Skills, and Abilities:**

- Excellent written and oral communication skills

- Excellent organizational skills
- Excellent at following-up
- Knowledge of event planning
- Knowledge of building/facilities management
- Ability to critically think and problem solve
- Can give continual positive and constructive feedback to student staff
- Ability to take initiative and utilize innovative techniques and creativity
- Ability to plan, prioritize, and coordinate multiple projects

**Approximate stipend/remuneration:**

- \$12,000 per academic year; this is a 20 hour per week position during the academic semesters
- 100% in-state tuition waiver (excluding any university and program fees)
- Student health insurance

NAU is currently engaged in an Organizational Growth and Effectiveness Initiative, which focuses on positioning the University for future success of its operational practices. As a result, some aspects of this position may be subject to change, such as, but not limited to: duties, titles, reporting structure, etc.

Equal Employment Opportunity Statement (NAU's Office of Equity and Access requires all NAU job postings to include Equal Opportunity Employment (EEO) language.) For example: Northern Arizona University is a committed Equal Opportunity/Affirmative Action Institution. Women, minorities, veterans and individuals with disabilities are encouraged to apply. NAU is responsive to the needs of dual career couples. EEO Law Poster NAU is an Employer of National Service. AmeriCorps, Peace Corps, and other National Service alumni are encouraged to apply.

**How to Apply:**

Email complete applications, including a resume, cover letter, and two references, to [Kristen.Ribich@nau.edu](mailto:Kristen.Ribich@nau.edu).

For questions or inquiries, contact:  
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