

CENTER FOR CAMPUS LIFE GRADUATE ASSISTANT - UNION SERVICES

General Responsibilities

The Graduate Assistant for Union Services is a graduate student (pre-professional) position within the Center for Campus Life. Major responsibilities include: coordination of Vending Office, managing Card Access System, supervision of the Information Desk and Communication Assistant staff, assist with Student Alumni Union (SAU) Reservations and Event Registration Process, coordinate SAU display cases.

Major Responsibilities

1. Co-supervision of all functions of the Information Desk in the SAU including:
 - a. Interview, train, and evaluate Information Desk Attendants (IDAs).
 - b. Develop and coordinate quarterly scheduling of the IDA staff.
 - c. Inventory supplies, keys and equipment at the desk on a regular basis.
 - d. Oversee desk operations to maintain excellent customer service.
 - e. Coordinate staff meetings at least once per quarter.
 - f. Update Campus Information for use by IDA's.
 - g. Update access lists to ensure proper security of the SAU.
 - h. Maintain neat & orderly appearance of Information Desk area.
2. Coordination of off campus Vendors and Vending Fairs
 - a. Oversee the Vending operations including bookkeeping, marketing & reports.
 - b. Respond to information requests from external vendors, and on-campus groups regarding vending arrangements and policies.
 - c. Ensure the enforcement of RIT policies dealing with on campus vending.
 - d. Oversee collection off all money due to the sponsoring group from the vendor and deposit those funds into the appropriate accounts with the Student Government Bookkeeper.
 - e. Develop marketing initiatives to increase the number of vendors on campus and to increase the awareness to student clubs of the service we provide.
 - f. Coordinate the winter and spring Faculty/Staff craft sales in the SAU.
3. Assist with SAU and academic reservations:
 - a. Intake and confirmation of reservations.
 - b. Develop and support efforts to maintain high quality customer service.
 - c. Assists Coordinator with Annual Reservation process.
 - d. Coordinate reservations and reminders for SAU Display Cases.
4. Manage Card Access System for Student Alumni Union.
5. Co supervision of Communication Assistants
 - a. Interview, train, supervise, and evaluate Communication Assistants

- b. Oversee incoming publicity and coordinate timely posting of materials.
 - c. Respond to daily questions from staff related to posting policies, procedures, posting priority, etc.
6. Other responsibilities and projects as assigned. 15 hours per week; some non-traditional hours.

Compensation

Stipend for nine month position to be determined.

Reporting Relationship

The Graduate Assistant for Union Services reports to the Coordinator of Student Services.

Application Procedure

Submit cover letter, resume, and names/phone numbers of three references to:

Graduate Assistance Selection Committee
RIT Center for Campus Life
34 Lomb Memorial Drive
Rochester, NY 14623-5603
(585) 475-7058
njrccl@rit.edu