

**Position Description
Colvard Student Union
Division of Student Affairs**

Union Operations Graduate Assistant

Reports To: Coordinator for Night and Weekend Union Operations
Direct Reports: Information Desk Assistants

General Purpose:

The Union Operations Graduate Assistant is an integral part of the daily operation of the Colvard Student Union. The Graduate Assistant is responsible for the overall operation of the Colvard Union with respect to event management on nights and weekends, including room setups monitoring, desk student worker scheduling and supervision and house manager at Bettersworth Auditorium during events.

Specific Duties:

- Serve as Union Graduate Assistant during building open hours (normal shift is from 4pm-10pm, but can vary); duties include, but are not limited to, supervision of Information Desk Assistants in all aspect, coordination and implementation of logistical needs for events held in Union and satellite facilities, assisting with special request, maintaining facility cleanliness, reporting necessary work orders to Senior Coordinator, cleaning and maintaining Union equipment, assisting with minor technical/audio visual needs when needed, inspecting the chapel 15 minutes before closing to ensure everyone is out by 10pm. and closing the building at the end of the day.
- Ensure a high quality Customer Service experience for all patrons through personal interactions and through training student employees regarding policies and expectations.
- Maintain regular shifts for the Colvard Student Union desk workers, and ensure that all Information Desk Assistant shifts are covered according to the weekly schedule.
- Conduct disciplinary procedures with student staff as necessary. Actions requiring discipline include, but are not limited to, excessive tardiness, missing shifts, failing to cover traded shifts, profanity on the job, disrespect to customers or colleagues and failure to follow University guidelines as outlined in the university handbook and code of conduct.
- Evaluate student employees at the end of each.
- Maintain a working knowledge of Colvard Union Policies and Procedures and software used to coordinate Union operations.

- Perform other duties as assigned by the Senior Coordinator , at Night and on Weekends and other Colvard Student Union staff members.