Graduate Assistant for Building Operations and Events in the Law School

Position Overview: The Graduate Assistant (GA) will support the Eckstein Hall Law School Building Operations and Events team. The individual will assist in hiring, training, scheduling, and supervision of 40-50 facilities, mailroom, and welcome desk student employees. Responsibilities will include: creating and executing leadership training for student managers as well as an overall training program for all student positions; developing and implementing an employee recognition program to motivate and engage staff; mentoring and directing staff; and evaluating work performance. The GA will have the opportunity to learn the administrative side of managing a 200,000-square foot academic facility, as well as provide event support for more than 400 events annually. This position reports to the Building Supervisor while also collaborating with the Associate Dean of External Relations, Events and Facilities, and the Events Coordinator. The GA will work 20 hours per week, which may vary to include evenings and some weekends (dependent upon event and setup/turnover needs) and will serve on an after-hours/weekend on-call rotation with the Building Supervisor.

Primary Responsibilities:

- Support the Building Supervisor in the general operations of the building. This includes, but is not limited to: facilities, mailroom, parking, and welcome desk.
- Assist in recruitment, training, scheduling, and supervision of approximately 5 student managers, 20 facilities and mailroom student staff, and 20 welcome desk law student staff. Responsibilities include, but are not limited to:
  - Recruitment: Review applications and participate in candidate interviews.
  - Training: create and implement leadership training for student managers and develop and execute beginning-of-semester, mid-semester, and on-going training for other staff.
  - Supervision: Mentor student staff and motivate employees to ensure the tasks are complete. Implement employee recognition program. Schedule student workers for daily shift coverage based on availability preferences. Document employee performance and assist with end-of-year performance evaluations.
- Provide event and program support. Responsibilities include, but are not limited to:
  - Review, comprehend, and understand events scheduling software (USI) work order system to better guide event and programs setups and turnovers.
  - Assist in staffing for Eckstein Hall events by being the event concierge during designated hours.
  - To act as the liaison between the events office and the client, whether internal or external.
  - Check with catering to make sure they are set and ready by the start of the program.
  - Ensure room/space is set up according to client needs.
- Maintain asset and supply inventories with assistance from student staff.
- Serve as liaison between the student staff and the Building Supervisor, Associate Dean of External Relations, Events and Facilities, and Events Coordinator.
- Meet regularly with the Building Supervisor to maintain constant communication and achieve goals.
- Serve in an on-call rotation for after business hour and weekend concerns.
- Other tasks as assigned.

Knowledge, Skills and Abilities:
Reliable, adaptable, attention to detail, and customer service oriented. Strong oral and written communication. Ability to work in a fast-paced work environment, both independently and collaboratively. Ability to exercise good judgment and adapt to rapid change. Willingness to share innovative ideas to help improve processes. Flexibility to transition from working on focused administrative tasks to assisting students/faculty/staff/student staff or leading event setups/turnovers or helping with events and patrons. Ability to work some nights and weekends throughout the semester; dates are scheduled in advance.