

University Commons and Student Activities
Graduate Assistant
UC Administrative Coordinator

Primary areas of responsibility

1. Provide paraprofessional support to the Associate Director, Programs and Administration.
2. Supervise assigned components of the Administrative staff.
3. Coordinate or assist in the coordination of campus activities programming as assigned.

Specific duties and responsibilities

1. Provide direct supervision to front office staff.
2. Participate in staff selection and training; coordinate ongoing training of front office staff using “Fish” video and manual, office manuals and emergency procedures manual
3. Coordinate customer service to include monitoring services provided by office staff and participating in the design modification, distribution and analysis of customer satisfaction surveys.
4. Perform Student Learning Outcomes assessment of office staff. Record, and analyze data. Report results with recommendations for additional training as indicated. Assist with research and benchmarking activities.
5. Coordinate “webinar” training sessions for all UC staff and video conferencing using distance learning facilities.
6. Maintain a general working knowledge and support Programming and Administrative units as needed to include Service Desk, Campus Programming, Student Organization Support and Student Involvement.
7. Be aware of developing situations and direct resources to maximize efficiency of operation.
8. Process departmental travel documents, coordinate file management including archiving, process surplus inventory documents and identify vendors for special purchases.
9. Suggest innovations, stimulate creativity, and encourage other student staff to seek out and evaluate new ways of doing things.
10. Provide administrative support to the Associate Director
11. Participate in generalist activities and perform other duties as assigned.
12. This position may be required to drive state vehicles or rented vehicles in the course of departmental, divisional, or university business.

Professional Proficiencies

1. Supervisory and management skills
2. Organization, writing and communication skills
3. Development, facilitation and evaluation of programs and services
4. Crisis management and problem-solving skills
5. Policy development
6. Marketing skills
8. Computer experience
9. Quality control and process improvement
10. Collaborative work with a diverse constituency
11. Customer service
12. Resource management
13. Facility management
14. Multi-tasking

Selection Criteria:

- Applicants should have as a minimum, a Bachelor's Degree with some background in student union/student activities and /or community service and be currently enrolled or be granted admission to an appropriate graduate program.
- Applicants should have effective written and verbal communication skills organizational skills; the ability to multi-task; and the ability to work varied hours in response to changing program and activities schedules.
- The preferred candidate should desire a career in the student union/student activities field or some other Student Affairs profession.

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