Graduate Assistant (Research Assistant II) Position

Hiring Unit/Office: BGSU Athletic Ticket Office

Hours to work: 20

Stipend rate: Dependent on program rate

1. **Eligible Program Applicants** (Applicants must be from one of the following graduate programs):
   - HMSLS – Sport Administration

2. **Qualifications/preferred skills**
   - Experience in a college athletic department
   - Strong desire to work in college athletics
   - Effective oral and written communication skills
   - Ability to communicate and interact effectively, respectfully and appropriately with diverse populations in the Department, the University and the community
   - Familiarity with computers and knowledge of computer software
   - Ability to work independently and handle multiple tasks in a high stress environment

3. **Position Description** (primary and secondary responsibilities)
   a. Assist with creating, designing, and implementing e-mails sent from BGSU Athletic Ticket Office
   b. Manage undergraduate students at BGSU sporting events, concerts and other BGSU Ticket Office related events
   c. Fulfill athletic department staff request tickets
   d. Coordinate with the Assistant Director of Ticket Operations and nonprofit organizations to fulfill charitable donation requests
   e. Plan with local schools and the marketing department to setup national anthem singers and choir groups for men and women’s basketball games.
   f. Providing excellent customer service to customers
   g. Utilization of Ticketmaster Archtics computerized ticketing software which is used in numerous college and professional venues
   h. Handle cash and financials on a daily basis, including reconciling student cash bags
   i. Communicate effectively with customers regarding ticket policies and procedures
   j. Maintain up-to-date knowledge and effectively communicate all team happenings, events, and benefits relevant to assigned season ticket holder base
k. Understand how ticket operations interacts and is influenced by other departments such as
development, marketing, communications, and facilities

l. Develop and cultivate relationships with customers

m. Assist in season ticket sales, renewals, and mailings

n. Provide assistance to the Director of Ticket Operations and Director of Ticket Sales

Application Process:

Applicants wishing to apply for this Graduate Assistant position must: 1) be admitted or accepted for
admission as a full-time student in a graduate program at BGSU; and 2) remain in academic good standing to
maintain the position.

1. To apply to this positions, send the following materials: Cover letter and resume to Paul Bezdicek at
   bpaul@bgsu.edu

2. Send GA application materials to: Paul Bezdicek at bpaul@bgsu.edu

3. GA position application due date: July 31st, 2017 or until filled.