

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.