

## Graduate Assistant (Research Assistant II) Position

Hiring Unit/Office: BGSU Athletic Ticket Office

Hours to work (1-20): 20

Stipend rate (indicate if you have a maximum stipend rate that you can afford): [Click here to enter text.](#)

Term<sup>1</sup>:  Academic Year  Fall  Spring  Winter Session  Summer

Number of vacancies for this position: [Click here to enter text.](#)

**1. Eligible Program Applicants** (Applicants must be from one of the following graduate programs):

- **Sport Management**

**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)

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

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<sup>1</sup> An academic year contract includes both fall semester and spring session. It does not include winter session. A student who is needed during winter session will require a separate contract.

**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](mailto:bpaul@bgsu.edu)
2. Send GA application materials to: Paul Bezdicek at [bpaul@bgsu.edu](mailto:bpaul@bgsu.edu)
3. GA position application due date: July 31<sup>st</sup>, 2018 or until filled