



Graduate Assistant for Facility and Retail Operations

Scope of Responsibilities

Responsible for assisting with the management of the Slater Family Ice Arena facility, including but not limited to student supervision, profitability, inventory control, skate rental and skate services operations of the retail areas at the Slater Family Ice Arena, which include the Newlove Pro Shop and the arena concession stand.

Line of Responsibilities

The Graduate Assistant for Facility and Retail Operations is directly responsible to the Director of the Slater Family Ice Arena, and works closely with the Coordinator of Services, Coordinator of Programs, other graduate assistant(s) and student staff.

Specific Duties

- Assist with the ordering, storing and inventorying of all Pro Shop and Concessions products. Devise methods of displaying and selling products.
- Helps Coordinator of Services with recruiting, hiring, training, motivating, and evaluating competent student staff.
- Monitor the cleaning and maintenance of all retail, concessions and rental areas, including ensuring health department standards are met.
- Work with Coordinator of Services to schedule student workers for Pro Shop and Concession Stand.
- Assist with supervision of the Pro Shop and Concession Stand for all special events, games and large events.
- Responsible for the cash register procedures and proper method for closing out the register and securing daily proceeds.
- Keep abreast of current trends and changes in the hockey, figure skating, equipment, apparel and food and beverage business.
- Devise and implement methods of displaying, advertising, and selling products that will increase revenue.
- Promote Team sales of Pro Shop merchandise and food service products.
- Respond to customer requests; handle customer inquiries and interactions with the knowledge of and dedication to customer service.
- Prepare monthly purchasing and inventory regulation for Director's and Coordinator of Services' review.
- Rotationally serve as a Building Manager, acting as the point contact for customer concerns and situations, as well as the responsibilities of opening and closing the facility.
- Able to establish and maintain effective working relationships with customers, vendors, administrators and subordinates.
- Performs all other duties as assigned.

Qualifications

- Acceptance into Bowling Green State University Graduate College and Human Movement, Sport, and Leisure Studies (HMSLS) program
 - See BGSU Graduate College and School of HMSLS for specific requirements
- Required: Bachelor's degree in Business Administration, Marketing or Sports Management and one to two years of experience in retail, food service and/or facility operations.
- Knowledge of purchasing, inventorying, promoting, displaying and selling sports equipment and related merchandise.
- Knowledge of cash accounting procedures.
- Thorough knowledge of retail and modern food service stand practices, procedures, sales and equipment.
- Basic knowledge of facility maintenance, tools and equipment.
- Able to maintain accurate and complete records, including the accounting of collected revenues.
- Working knowledge of various computer point-of-sale software packages.
- Demonstrated ability to lead staff; student supervision preferred.

Terms

- Two year commitment with the BGSU Ice Arena
- Stipend of \$9,000/year plus six BGSU Graduate School credit hours per semester.
 - Student responsible to pay for additional two credit hours per semester to obtain and maintain full time status each semester.

<http://www.bgsu.edu/offices/ohr>

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