

**Graduate Assistant**  
**Student Recreation Center Informal Recreation and Facilities**

**Position Summary**

The purpose of this position is to assist with the efficient facility management and operations of the Student Recreation Center (SRC). This individual is also responsible for hiring, training, and supervising three Student Supervisors and various student employees (Center Managers, Floor Attendants and Customer Service Representatives) within the SRC. Additional duties include member services, customer service, Welcome Desk operations, facility rentals and reservations, utilizing management software, locker rentals/clean-outs, supervising special events, and ensuring the facilities and exercise equipment are kept in good working order.

**Essential Duties and Tasks**

- Coordinate SRC student staffs, consisting of SRC Managers, Floor Attendants and Customer Service Attendants (assist Student Supervisors in hiring, training, supervising, disciplining, evaluating).
- Assist in oversight of member services and Welcome Desk operations.
- Hold monthly meetings with student employees.
- Oversee risk management audits (CPR/AED, First Aid, etc.) for the students within your employment areas.
- Provide excellent customer service and maintain positive relations and rapport with members of the SRC.
- Coordinate the revision of SRC Manager, Floor Attendant and Customer Service Attendants operations manuals.
- Oversight of locker rental processes and locker clean-outs.
- Assist with facility rentals, including proper staffing levels and event set-up/clean-up.
- Assist with event management.
- Regular use of RecTrac, C2C, WhenToWork, and other software.
- Familiarity with and competence in Student Recreation Center policies and operations.
- Maintain and evaluate existing policies and procedures within the SRC.
- Assist and make recommendations regarding the purchase of exercise equipment and retail products.
- Perform routine inventory counts of retail products and equipment.
- Coordinate and maintain the layout (floor plan) of the exercise equipment.
- Assist in facility and equipment risk management evaluations and safety inspections.
- Assist in general cleaning and performing minor repairs on fitness equipment.
- Maintain and coordinate SRC Manager, Floor Attendant and Customer Service Attendant student employee files.
- Maintain and approve student employee timecards
- Support Student Employee Board (SEB) and Student Development and Leadership (SDL) activities.
- Attend professional and student staff meetings.
- Assist in evening supervision of the SRC in the absence of professional staff.
- Promote the mission of Recreation and Wellness.
- Perform any other duties as required by the professional staff.

**Knowledge, Skills and Abilities**

- Computer software skills
- Strong customer service skills, including interpersonal and presentation abilities
- Excellent writing skills
- Excellent communication skills
- Attention to detail
- Recreation facility management knowledge (higher education experience preferred)

**Requirements**

- Acceptance into BGSU Graduate College Degree program
- CPR/FA & AED certification (preferred)
- Business casual dress

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

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