Position Overview:
University Unions is currently hiring one Graduate Assistant to assist in the facility management, operations, and student-focused leadership of the William C. Powers, Jr. Student Activity Center, one of the two main college union / student center facilities at UT Austin. This leadership position offers a high degree of student affairs facilities management experience. This position will supervise a student facility management team that assists with events, safety & security and emergency response. The University Unions is a customer service organization and our facilities are high-traffic student areas. The positions will have extensive in-person contact with the University and Austin community, where we want to ensure exceptional student experiences within our facilities.

Application Deadline:  As Advertised

Hiring Department:  University Unions

Supervisor:  Assistant Director

Length of Assignment: Nine-month position, with starting dates in mid-August continuing through May.

Hours per week:  Approximately 20 per week.
  • William C. Powers, Jr. Student Activity Center: Hours are flexible but may require some evening and weekend hours as needed.

Stipend Based on Hourly Wage (20 hour per week assignment at ($15.00) hourly rate):  Up to ($4,950) per long semester based on hours actually worked with maximum of (390) hours paid per long semester, plus in-state tuition and insurance.

Duties and Responsibilities:
The duties and responsibilities will include:
  • Provide support and supervision for the student facility management team, including assisting with hiring, scheduling, training, and evaluation.
  • Oversight of daily operations of the building including security and event services.
  • Respond to and resolve facility and event issues.
Utilize reservations software (EMS) and Social Tables to assist with the scheduling and set-up of events.

Coordinate room activity with Event Staff to ensure that the rooms are ready for use.

Prepare reports and other written correspondence on a daily basis.

Develop a day-of intake program for events to monitor quality of facility, setup, and AV.

Develop events surveys to measure user satisfaction.

Conduct event consultations with student organizations and departments.

Serve on the facility inspection team and as a member of the operations team.

Produce facility specific programming around final exams and various milestone celebrations.

Assist in training student team members.

Assist in the enforcement of facility guidelines and university policy.

Other, related responsibilities, as assigned.

**Required Qualifications:**

- Must be a currently enrolled graduate student (taking at least 9 hours). Preference will be given to Master's and Ph.D. students in the College of Education’s Higher Education Administration program.
- Experience with Macintosh/PC hardware and software, including mobile devices.

**Preferred Qualifications:**

- Service oriented with strong customer service skills.
- Ability to train others in methods of quality customer service.
- Ability to make independent, ethical decisions using good judgment.
- Excellent written and oral communication skills.
- Proven organizational skills and strong interpersonal skills.
- Attention to detail.
- Ability to design and implement assessment instruments.
- Ability to review collected data and interpret results.

**STUDENT LEARNING ASSOCIATED WITH THESE POSITIONS (from CAS standards):**

1. **Humanitarianism and Civic Engagement** – Gain an understanding and appreciation for individual differences and needs of our diverse patrons and how they interact with our organization.
2. **Interpersonal Development** – Build relationships with various University entities, especially students, faculty and staff and work collaboratively with others.
3. **Effective Leadership** – Identify team needs and develop relevant programs to execute team goals.
4. **Personal and Professional Competence** – Communicating effectively orally and in writing through reports and online.
5. **Learning, Application, and Integration** – Synthesize multiple sources of information to make decisions in a dynamic work environment.
6. **Critical Thinking and Problem Solving** – Learn how to identify issues, reflect, and creatively develop solutions.
Association of College Unions International (ACUI) Core Competencies Associated with these Positions:

- Student Affairs Facilities Management
- Human Resource Development
- Management
- Planning
- Student Learning