

Graduate Assistant – Information Desk

The Student Union is committed to ensuring our employees are trained and prepared to perform their assigned tasks with courtesy and urgency at the heart of student life. Student Union staff must exemplify the Student Union mission, vision and values by being professional, courteous, positive and ethical in every interaction and task. Hiring priority will be given to students who fit the Student Union Customer Service standards. The Student Union is looking for applicants that are creative, motivated, and excited to develop their skills and strengths.

Position Summary

Graduate Assistants must be self-motivated learners, efficient problem solvers, and enjoy multitasking in a fast-paced environment. Graduate Assistants must exemplify the Student Union mission, vision and values being professional, courteous, positive and ethical in every interaction and task. This position will lead the team and oversee the operation of the Student Union Information Desk.

Minimum Qualifications

- Bachelor's degree.
- Enrolled full-time in a degree seeking graduate program at UTSA.
- Exceptional customer service skills.
- Experience in event management, project management, housing, advising, accounting or facilities management.
- Excellent written and oral skills for effective communication and excellent critical thinking skills.
- Ability to work with diverse groups of people.
- Strong working knowledge of computer operations.
- Ability to train staff in a variety of skills; excellent organizational skills.
- Must have/maintain a 3.0 GPA or higher.

Position Responsibilities

- Present at required Student Union trainings, and other student workshops and events.
- Assist with recruiting, hiring, training, and supervision of student staff.
- Responsible for assisting in all aspects of area function, including direct management of student projects.
- Supervise and improve Student Union employee tasks.
- Conduct Student Union student staff evaluations. (Assessment & Learning Outcomes)
- Attend and play an active role in meetings, management meetings and staff meeting on a weekly basis. Conduct and arrange student manager meetings.
- Coordinate and oversee office training and paperwork in areas such as training and area function procedures.
- Provide group presentations, speakers, and workshops for Student Union student staff. (Professional Development)
- Administer, verify, and submit payroll on behalf of the student staff.
- Ensure proper staffing is scheduled on a weekly basis.
- Provide solutions to staff issues, conduct meetings/probation, etc. (Advising)
- Replace student manager on shift when necessary.

The University of Texas at San Antonio

UTSA Student Union

- Perform other duties as assigned

Expectations

- Excellent customer service skills are a must.
- Ability to work with a minimum of supervision.
- Present a professional appearance and attitude.
- Ability to work in a group and independently.
- Demonstrate ability to work with changing deadlines.

Schedule

- Students may work a maximum of 20 hours per week. Shifts may include day, evening and weekend hours.
- Students are expected to work their scheduled shift, arrive on time, and be responsible for monitoring appropriate use of time.