POSITION: EVENT RESERVATIONS GRADUATE ASSISTANT

JOB SUMMARY:
Assist in the operation, development, and growth of event management and facility reservations for Campus Recreation. Oversee daily operations of the event staff including but not limited to: event reservation scheduling, event management, supervising, training, and risk management. The secondary purpose of this position is to provide development opportunities to the incumbent which could include special projects and/or assignments.

ORGANIZATIONAL RELATIONSHIPS:
Director
Associate Director of Programs
Assistant Director of Events and Aquatics
Event Reservations Coordinator
Event Reservations Graduate Assistant
Part-time Staff

DUTIES & RESPONSIBILITIES:
Event Operations & Administration
- Assist with the processing of approximately 1,000 event reservations annually for the University of Illinois campus and community groups across five facilities [(2) indoor recreation centers, (2) outdoor field complexes, and (1) outdoor picnic facility] via EMS scheduling software
- Assist with the oversight of event operations at the indoor facilities, Activities and Recreation Center (ARC) and Campus Recreation Center East (CRCE), including: communication with event contacts, preparation of facility space, equipment inventory/maintenance, and staffing supervision
- Provide on-site management of events including attendance at any meetings, addressing potential conflict resolution, and problem solving as needed
- Be a good steward of customer service by effective communication with various stakeholders regarding event and facility operations
- Assist with coordination of unique large events such as career fairs, tournaments, late night events; including specialized staff training and procedures
- Assist in the development, application, and evaluation of policies and procedures of the Event Management program
- Collaborate with administrative event staff on rental pricing structures, equipment purchasing, and reservation invoicing
- Coordinate data collections, participant surveys, and program assessments to advise program recommendations

Student Development and Supervision
- Recruit & Hire: Organize hiring and promotion procedure for approximately 35 event staff (20 Event Management Assistants, 11 Event Managers, and 4 Event Program Assistants)
Onboard & Train: Coordinate staff trainings and in-services with a focus on student development, leadership education, and operation efficiency
Schedule, Motivate, & Evaluate: Supervise staff performance; encouraging experiential learning.
Maintain Event Management mentor program; uphold and implement disciplinary and recognition initiatives while fostering team unity
Manage departmental employee database, shift reports, and resources via Connect2 Concepts software and staff intranet website

Developmental Opportunities
Adhere to and maintain divisional performance criteria at a satisfactory level; maintain current certifications
Collaborate with other Campus Recreation units as needed to execute array of programming efforts for diverse participants
Conference and professional development travel participations [state and regional annually, national during second year of assistantship]
Opportunities to work in different areas of Campus Recreation to broaden recreational learning experience and serve on departmental committees
Opportunities to be involved with other programs, proposals, presentations, and committees within Campus Recreation and the Division of Student Affairs.

KNOWLEDGE, SKILLS, & ABILITIES:
Knowledge of all facilities and emergency procedures

CERTIFICATIONS:
Maintain certifications in American Red Cross CPR/AED/First Aid and Blood Borne Pathogen

WORK ENVIRONMENTS/DEMANDS:
Physical Requirements
Ability to lift at least 50 pounds

Work Requirements
Position requires flexible work schedule, including evenings, weekends, and academic break periods as necessary

MINIMUM EDUCATION & EXPERIENCE:
Must have a Bachelor’s degree. Applicants must be accepted to the University of Illinois. To receive a tuition and fee waiver, applicants must be enrolled in the College of Applied Health Sciences department of Recreation, Sport and Tourism (RST). Minimum qualifications for RST are as follows:
  o An upper division GPA from an accredited university of 3.0 or higher
  o A total on the GRE math and verbal sections of 300 or better, with neither score below 145
  o A score of 3.5 or better on the written/analytic section of the GRE
  o For International students, a TOEFL score that meets UIUC requirements
Must have experience working in recreational sports programs and/or special events. Experience supervising part-time employees preferred

APPLICATION INSTRUCTIONS:
Email a resume, cover letter, and contact information for three professional references to Cherise Marks, Student Development Coordinator, Campus Recreation, University of Illinois at Urbana-Champaign at cherisem@illinois.edu by February 17, 2019.
• Cover letter or resume should indicate (yes or no) if you meet the minimum qualifications for graduate school admission.