

I ILLINOIS

Campus Recreation

POSITION DESCRIPTION

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:
 - An upper division GPA from an accredited university of 3.0 or higher
 - A total on the GRE math and verbal sections of 300 or better, with neither score below 145
 - A score of 3.5 or better on the written/analytic section of the GRE
 - 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.