

Position Overview

The Plemmons Student Union (PSU) Graduate Assistant will be a collaborative member of the PSU Professional Operations Staff assisting with the general operations of the facility and developing the student staff that run the building.

Student Union Mission Statement

Run by and for students, the PSU exists to create a safe and inclusive environment in which the Appalachian community strives to enhance students' academic achievement and social experience. Our facilities are dedicated to providing opportunities for diverse community development, promotion of equity and modeling of sustainability. For more information visit <https://studentunion.appstate.edu/>

Job Responsibilities:

1. Advising

- Co-advise the student Leadership Team by facilitating monthly meetings and leadership team training each semester about topics including collaboration, inclusion, leadership, and evaluation

2. Leadership Development

- Assist in the recruitment and selection of the Leadership Team
- Develop and foster a culture of leadership development among all Leadership Team Members
- Assist with the planning and coordination of Leadership Team training in August and January
- Plan and implement professional development workshops for student union employees that include various leadership topics
- Conduct disciplinary meetings with students and determine the appropriate action to aid in their professional and leadership development

3. Assessment

- Design and assist in implementing end-of-semester performance evaluations for approximately 150 student employees
- Deliver approximately 30 end-of-semester performance evaluations each semester
- Design and send out the training survey to all employees after every training; Evaluate with the professional staff the feedback given from the surveys to make adjustments for future trainings
- Assist with the assessment goals of the Plemmons Student Union

4. Logistics and Administration

- Assist in the management of the online scheduling software, WhenToWork, for all Plemmons Student Union employees and train others about the software
- Ensure every employee has a name tag
- Assist with Student Union and Leadership Team training by creating name tags, check-in lists, assigning students to groups, gathering materials for team builders, and managing the overall schedule
- Monitor the disciplinary documentation form and contact students to set up a meeting about missed shifts and/or other disciplinary problems

5. Facilities Management

- Shadow PSU Professional Operations Staff to learn how the Student Union is run and managed on a daily basis
- Learn how the reservation system, EMS, works
- Provide oversight of the Hawksbill Game Roomn
- Oversee the facility management of the building when professional staff need coverage by making sure setups are correct, events are running smoothly, and the building is closed properly

6. Other Duties

- Collaborate with other PSU professionals to run pop-up events for students in the building every month
- Interview, select, and onboard new student union employees
- Attend weekly Union Department meetings
- Attend weekly Operations Team meetings
- Special projects as assigned

Requirements:

- A bachelor's degree
- At the time of employment, candidates must be accepted into a graduate degree program at Appalachian State University

The Ideal Candidate:

- Has previous work experience in a student union
- Demonstrates a high level of responsibility, self-motivation, the ability to work independently, and an appreciation for confidentiality and security of sensitive information
- Is detail-oriented and organized
- Demonstrates a strong commitment to diversity, equity, inclusion, and justice
- Provides exceptional customer service in their role
- Maintains an understanding and ability to work with the Google suite of programs
- Has excellent verbal and written communication skills
- Will engage and accurately facilitate training in front of large or small audiences including students, faculty, and staff
- Has the ability to maintain a positive attitude when learning new skills and working with varied audiences
- Has an ability to work independently and as a part of a team