

### **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 facility.

### **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:**

- Supervision & Employee Development
  - Assist in the recruitment, selection, and training of the Leadership Team and Student Employees
  - Develop and foster a culture of leadership development among all Leadership Team Members
  - Help facilitate new employee on-boarding and ensure new employees have what they need such as uniforms and name tags
  - Plan and implement professional development workshops for Student Union employees that include topics such as leadership, resume writing, and job searching
  - Conduct disciplinary meetings with students and determine the appropriate action to aid in their professional and leadership development
  - Deliver approximately 30 end-of-semester performance evaluations and exit interviews each semester
  - Monitor the disciplinary documentation form and contact students to set up follow-up meetings about missed shifts and/or other disciplinary problems
- Operations
  - Assist with the management of the online scheduling software, WhenToWork, for all Plemmons Student Union employees and train others about the software
  - Provide oversight and direction to the Hawksbill Game Room
  - 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
  - Attend weekly Union Department and Operations meetings (provided there is not a conflict with education requirements)
- Event Management & Facilitation

- Assist with Student Union and Leadership Team training by creating check-in lists, assigning students to groups, gathering materials for team builders, and managing the overall schedule
- Collaborate with other PSU professionals to run Encounter events for students in the building every month
- Co-advise the student Leadership Team by facilitating monthly meetings and leadership team training each semester about topics including collaboration, inclusion, leadership, and performance evaluation
- Assessment
  - Design and assist in implementing end-of-semester performance evaluations for approximately 120 student employees
  - Assist with the assessment goals of the Plemmons Student Union
- Other Duties
  - Special projects as assigned

**Time Commitments:**

- 20 hours a week
- Schedule is flexible and set at the start of each semester with supervisor
- Some Nights and Weekend Required
- 3 recurring weekly staff meetings (Department, Operations, and Leadership Team)
- 1 weekly meeting with direct supervisor
- 1 on 1 meetings with student employees and professional staff as needed or requested
- Opportunity to work during summer and winter breaks if desired

**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, event management, or student employee management
- 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