CATEGORY: Position Descriptions

TITLE: GRADUATE ASSISTANT

General Description: The Graduate Assistant for Residential and Auxiliary Facilities is a key staff member who is enrolled in a Georgia Southern University graduate program. The Graduate Assistant works closely with senior facility leadership in the collection and analysis of pertinent building information (e.g., repair histories, preventative maintenance schedules, warranty recalls, building project updates, inspection results, workload matrices, contract and supply audits, utility forecasts, rebate collections, student damage assessments, insurance claims). The incumbent also develops on-going concept papers, grant submissions, operational briefings, training materials, functional reviews, staff recognitions, and departmental correspondence. The Graduate Assistant plays an on-going role in the advancement of this department’s mission, growth, and effectiveness, which routinely includes training new staff members and acting as a broad resource for all Facility administrative areas.

Job Specifications/Qualifications:

- Must be enrolled as a full time graduate student (9 hours for both fall and spring semesters; 6 hours for summer session [if position is extended into the summer]) and maintain a cumulative 3.0 GPA.
- Must have a strong desire to work with college students, student staff, and university personnel.
- Demonstrated competences in the following areas: leadership, critical thinking, research, strong logistical and database skills, effective communication (both verbal and written), ability to multitask, precision, and excellent time management.
- Ability to compartmentalize and prioritize projects.
- Other employment may not be accepted without prior written approval.

Preferred Qualifications:

- Prior experience in residence life, facility services, data collection and analysis, and/or business administration.
- He or she may be enrolled in any Graduate School Program, but higher education and public administration related fields are preferred

Compensation: This graduate assistantship is a 10-month position beginning in early August (1 week prior to classes beginning each semester) and ending in early May. With approval from the Director, the position may be extended 2 additional months over the summer period. Standard employee benefits are not provided for this graduate assistantship position.
Duties and Responsibilities: The Graduate Assistant is administratively responsible to the University Housing and Auxiliary Facilities Leadership Team, with whom they are expected to maintain daily contact. The incumbent works 20 hours a week in the main Facilities office or Operations office assisting the University Housing and Auxiliary Facilities Leadership Team in developing and implementing various programs relating to departmental growth, management, and efficiency. Specific duties and responsibilities include:

A. Operations
   - Maintains and creates files which hold all departmental standard operating procedures
   - Maintains database for all Maintenance, Custodial, and Contractor SDS (Safety Data Sheets).
   - Performs audits of all facility operations and conducts evaluation and updates relating to all service contracts, operating procedures, and management plans.
   - Establishes all building and room inspection schedules and analyses results. Initiates corrective actions and recognition based on outcomes. Special emphasis placed on ADA apartments, life/safety codes, and building accessibility and building aesthetics.
   - Coordinates the administration of residential room inspection program.
   - Develops a significant portion of all facility correspondence circulated out to university departments and local and state agencies.
   - Plays a key role within Employee Recognition Committee as it relates to planning events, initiating activities, producing correspondence, etc.
   - Attends weekly project meetings. Follows-up on all assignments issued within these work sessions.
   - Completes room inspections in residence halls each semester.
   - Performs monthly retainer key audits.

B. Research and Data Processing
   - Routinely researches industry benchmarks, new technology, and develops grant submissions targeted at facility upgrades and presents findings to senior facility leadership.
   - Creates, conducts, and analyzes survey results circulated to both internal and external customers.
   - Gathers and benchmarks information relating to utility cost, operational costs, work order timeliness, repeat repairs, etc.
   - Facilities department utilizes several software applications to lead and direct various operational needs. Incumbent will be exposed to these applications routinely and required to make various changes within these software applications as it relates to audits performed; must have the aptitude to use various types of software.
   - Has routine contact with other university facility programs while gathering data and concepts on methods being considered locally.

C. Other
   - Attends staff meetings, departmental meetings, training/in-services, etc.
• Performs other duties/special projects as assigned by the Director of Facilities/senior level management team.

• In the performance of their work, the Graduate Assistant will use a variety of technology and equipment to perform tasks: radios, computers, handheld inspection devices, bar code readers, golf carts, humidity sampling devices, temperature meters, etc. Incumbent must be comfortable using or learning to use such devices.

• On occasion, the incumbent may be required to resolve various customer service complaints/concerns. In this role, the Graduate Assistant must use diplomacy, patience, grace, and trust in resolving all issues. Once involved with any operational concern, the incumbent follows such issues through to completion.

• Office environment is high paced, complex, energetic, regimented, and diverse. Graduate assistant must be adaptable to these working elements.

• Incumbent will spend first 3-4 weeks of employment being oriented to office environment, departmental procedures, fellow co-workers, facility policies, and building layouts.

• Education is an important component of this graduate assistantship. Incumbent will gain valuable knowledge about the process of facilities and operations, public administration and how collaborative work with various departments helps to sustain Residential and Auxiliary Facilities.

To Apply: All GAs must have an application completed with the College of Graduate Studies in order to be hired. In addition to this requirement, please submit a cover letter and resume to:

Ronda Durden  
Senior Administrative Assistant  
University Housing and Auxiliary Facilities  
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