Graduate Assistant, Facilities Operations: Membership Services  
Campus Recreation  
Northern Illinois University

**Campus Recreation:** The department of Campus Recreation is located at NIU’s Student Recreation Center at the crossroads of Annie Glidden and Lucinda roads. The Campus Recreation department offers a comprehensive recreation program and services for the campus community featuring Intramural Sports, Fitness, Wellness, Open Recreation, Outdoor Adventure, and Sport Club activities.

**Department Mission:** In alliance with the educational mission of Northern Illinois University (NIU) and the Division of Student Affairs & Enrollment Management, Campus Recreation engages students in achieving lifelong appreciation for pursuing healthy lifestyles by providing comprehensive programs, leadership development, and employment opportunities.

**Student Affairs & Enrollment Management Mission:** In alliance with the educational mission of Northern Illinois University, the Division of Student Affairs & Enrollment Management creates student learning opportunities beyond the classroom that inspire intellectual, personal, and civic growth for leadership in a diverse and complex world.

**The Position:** This full-time (20-hour/week) Graduate Assistant will report to the Campus Recreation Associate Director for Facilities Operations. Responsibilities include, but are not limited to: assist in the overall administration of two indoor recreation facilities, outdoor recreation fields, and outdoor basketball courts. Duties include management of facility reservations, facility contracts and rentals, maintenance, and special event production. Additional duties include: equipment inventory control, risk management, assessment, research, student supervision, and personnel development.

**Responsibilities:**

- **Written Communication:** Develop and maintain relevant sections of the written employee manual for all Membership Services student staff. Correspond with patrons, community members, and university constituents. Assist in developing and maintaining communication systems with patrons.

- **Oral Communication:** Provide clear and concise instruction to staff and participants including policy and procedures, planning and preparation, etc. Communicate effectively and professionally with the community.

- **Program Development/Implementation/Evaluation:** Assist in program development, implementation, and evaluation of Membership Services. Identify new strategies to enhance the overall program and encourage participation and membership. Assist in the oversight of membership services including Pro Shop inventory control, cash operations, and locker and towel service.

- **Collaboration:** Serve on department, division, or campus-wide committees, as assigned.

- **Teamwork/building:** Attend and participate in regular meetings such as full-staff meetings, student staff meetings, and Student Leadership Team meetings.

- **Leadership:** Provide leadership within Campus Recreation by providing support to student staff, the Assistant Director of Facilities Operations, and the other graduate and full-time staff. Participate in professional conferences and workshops.

- **Creativity:** Assist in marketing, development, and implementation for the promotion of Campus Recreation memberships and services. Develop new promotional materials to attract target groups for memberships.

- **Group Facilitation:** Provide on-site supervision and coordination of special events/conferences as needed.

- **Assessment/Evaluation:** Assist in the development and assessment of participation, program evaluations, learning outcomes, and prepare semester reports that include recommendations for improvement.
• **Supervision:** Assist in recruiting, hiring, training, supervising, scheduling, and evaluating Membership Services student staff members. Assist in the supervision of Facility Operations staff. Assist in the development of a student staff leadership training program.

• **Crisis Management:** Assist in the development, implementation, and oversight of a risk management and emergency response program for all facilities and programs. During university closings and when directed by the Vice President of Student Affairs & Enrollment Management, assist in serving as one of the staff members to be present to carry out the essential services plan including oversight of Recreation and/or University programs and services.

• **Organizational/Analytical:** Assist in documenting and maintaining program and personnel information, database management, inventory, and facilitation of personnel payroll.

• **Budgeting:** Assist in budget development (including personnel, equipment purchases and maintenance, and marketing).

• **Research:** Assist in conducting research (i.e., benchmarking, surveys, focus groups, etc.) to further develop programs, policies, and procedures and make recommendations for improvements.

• **Other:** Assist in other departmental activities and perform other duties as assigned.

**Requirements:**

• Admitted to NIU’s graduate school and enrolled in a graduate course of study.

• This position is designated as security sensitive. In compliance with the Illinois Campus Security Act, before an offer of employment is made, the university will conduct a pre-employment background investigation, which includes a criminal background check.

• Current certifications in CPR/AED, First Aid, and Blood Borne Pathogens.

• Experience and knowledge of cash operations and computer software systems.

**Qualifications:**

• Experience working with students of diverse educational, racial, ethnic, and cultural backgrounds.

• Good organizational skills and ability to work independently.

• Good written and oral communication skills.

• Ability to supervise others and work in a dynamic, changing, and diverse environment.

• Genuine interest in gaining experience and knowledge to enhance skills in chosen career.

• Experience working in a customer/client environment.

**Preferred Qualifications:**

• Bachelor’s degree, preferably in Kinesiology, Physical Education, or Recreation.

• Preference will be given to graduate students pursuing a degree in Kinesiology and Physical Education, Sport Management, or Adult and Higher Education.

• Experience marketing to the community.

• Experience selling recreational services to a diverse population.

• Experience in student employee supervision and evaluation.

• Experience in event and facility management.

• Experience working with diverse student and community groups.

• Experience with purchasing or researching equipment.

• Knowledge and experience working in a drop-in recreation program or fitness facility.

• Knowledge and experience with set-up, maintenance, and management of recreation equipment (e.g. cardio and strength training fitness equipment; volleyball, tennis and badminton nets and standards).

• Genuine interest in gaining experiences and knowledge to enhance career development in the Membership Services/Facility Operations field in a campus recreation environment.

**Salary/Compensation for a 9.5 month, 20 hours per week position includes:**

• Start Date: August 1, 2016 (summer work may be available)

• Salary: $1000 per month, distributed semi-monthly

• Tuition: Full tuition waiver (excluding student fees, any off campus fees, the cost of books, etc.)

• Housing in residence hall: no

• Meal Plan: no
• Other Benefits: If funds are available, assistance in conference costs. Potential for summer employment.

Contact Information:
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