

## Graduate Assistant – Audiovisual

The Student Union is committed to ensuring our employees are trained and prepared to perform their assigned tasks with courtesy and urgency at the heart of student life. Student Union staff must exemplify the Student Union mission, vision and values by being professional, courteous, positive and ethical in every interaction and task. Hiring priority will be given to students who fit the Student Union Customer Service standards. The Student Union is looking for applicants that are creative, motivated, and excited to develop their skills and strengths.

### **Position Summary**

Audiovisual Graduate Assistant is responsible for ensuring day-to-day operations of the area are conducted with accuracy, urgency, and positive superior customer service. Responsibilities include additional access to Student Union resources, training, reporting and evaluation. The position will be responsible for the Administrative/Client meetings, setup, operation and troubleshooting of audiovisual equipment for live events in the Student Union.

### **Minimum Qualifications**

- Bachelor's degree.
- Enrolled full-time in a degree seeking graduate program at UTSA.
- Exceptional customer service skills.
- Working knowledge of audiovisual technologies.
- Excellent written and oral skills for effective communication and excellent critical thinking skills.
- Ability to lift at least 50 lbs.
- Strong working knowledge of computer operations.
- Ability to train staff in a variety of skills; excellent organizational skills.
- Must have/maintain a 3.0 GPA or higher.

### **Position Responsibilities**

- Present at required Student Union trainings, and other student workshops and events.
- Assist with recruiting, hiring, training, and supervision of student staff.
- Responsible for assisting in all aspects of area function, including direct management of student projects.
- Supervise and improve Student Union employee tasks.
- Conduct Student Union student staff evaluations. (Assessment & Learning Outcomes)
- Attend and play an active role in meetings, management meetings and staff meeting on a weekly basis. Conduct and arrange student manager meetings.
- Coordinate and oversee office training and paperwork in areas such as training and area function procedures.
- Provide group presentations, speakers, and workshops for Student Union student staff. (Professional Development)
- Administer, verify, and submit payroll on behalf of the student staff.
- Ensure proper staffing is scheduled on a weekly basis.
- Provide solutions to staff issues, conduct meetings/probation, etc. (Advising)
- Replace student manager on shift when necessary.

The University of Texas at San Antonio

# UTSA Student Union

- Perform other duties as assigned

## **Expectations**

- Excellent customer service skills are a must.
- Ability to work with a minimum of supervision.
- Present a professional appearance and attitude.
- Ability to work in a group and independently.
- Demonstrate ability to work with changing deadlines.

## **Schedule**

- Students may work a maximum of 20 hours per week. Shifts may include day, evening and weekend hours.
- Students are expected to work their scheduled shift, arrive on time, and be responsible for monitoring appropriate use of time.