

## Programs Assistant

The UTSA 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. Hiring priority will be given to students who fit the Student Union's Customer Service standards. The Student Union is looking for applicants that are creative, motivated, and excited to develop their skills and strengths.

### **Position Summary**

The Student Union Programs staff support the Communications and Programs Coordinator with the daily operations of the office and Roost Gameroom, as well as execute programs/ tournaments for the upcoming academic year. The programming assistants are essential to running a successful office and department within the Student Union.

### **Minimum Qualifications**

- Enrolled in a degree-seeking program at UTSA with a maintained minimum overall GPA of 2.0 and 2.5 for managers.
- Exceptional customer service skills

### **Position Responsibilities**

- In collaboration with the Communications and Programs Coordinator and Programming Managers: research, create proposals (as necessary), and execute Student Union Programs events and tournaments.
- Explain, interpret and enforce policies and procedures regarding the use of the games provided by The Roost (i.e.: video games, table tennis, pool tables) and during programming activities (i.e.: tournaments and other special events).
- Represent the Student Union at new student orientation, information fairs, and other various student involvement events on campus.
- Serve as representatives and positive ambassadors of the Student Union.
- Present to student organizations and classrooms throughout the year on programs and events offered through Student Union Programs.
- Create, distribute and maintain creative marketing strategies to effectively promote all Student Union Programs events and tournaments.
- Teach various game rules, learn about new games as need and serve as a tournament host and/or official.
- Maintain detailed and updated reports that include, but are not limited to attendance records, volunteer information and event reports.
- Assist the Communications and Programs Coordinator with evaluating and assessing Student Union Programs events.
- Conduct training meetings, as necessary, with student volunteers to ensure effective communication regarding Student Union Programs events.
- Meet biweekly with Programming Managers to provide updates on status of current projects, report out on projects at weekly staff meetings.
- Responsible for the monitoring and cleanliness of Student Union Programs lobby, The Roost and storage areas.
- Provide clerical office duties including answering telephones, maintaining files, word processing, preparing mail outs, data entry, business writing and photocopying as needed.
- Complete other duties as assigned in order to contribute to the success of team goals.

The University of Texas at San Antonio

# UTSA Student Union

## Expectations

- I am responsible for reading the Student Union Handbook, and acknowledge that I will abide by the policies and information detailed in this guide.
- I understand the Mission, Vision and Core Values of the Student Union, and agree to abide by these guiding principles.
- I will be accountable for excellent customer service, including being professional and courteous at all times.
- I will work in a professional manner, especially when working with limited supervision. I will arrive to work and meetings on time, wear the proper uniform and behave appropriately while on shift.
- I will demonstrate critical thinking to make timely decisions related to my position, in alignment with the UTSA and Student Union HOP.
- I will be an active leader by taking initiative and personal responsibility for my actions and goals.
- I understand that I may not eat/drink, use headphones, study, talk/use my cell phone for personal use, or use the internet for non-work-related purposes during my shift, unless otherwise approved by my supervisor.
- I will make safety within the Student Union a continual priority during my daily responsibilities.
- I will attend all required staff meetings and training/professional development sessions conducted by the Student Union and/or my specific work area.
- I will communicate any scheduling changes or concerns with my position to my direct supervisor including, but not limited to, missing my scheduled shift, being late for my shift, taking a break, or concerns with my course load.
- I will make every interaction positive and go the extra mile.
- I will embrace diversity and respect cultural and personal differences.
- I understand that my role within the Student Union is a professional position and that I am expected to take my position as seriously as any off-campus position.
- I will take pride in my position, the Student Union and UTSA, and will represent the Student Union in a positive and professional way.

## Schedule

- Students may work a maximum of 19 hours per week (15 hours average). 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.