Graduate Assistant – Member Services

This position provides support to the daily operations of Member Services, and assists with the development, planning, facilitation, and assessment of the department’s student learning initiatives. This position reports directly to the Assistant Director for Member Services.

**Departmental Duties**

- Responsible for assisting in all facets of the member services area, including direct management of the Recreation Center, communicating with patrons, processing transactions, troubleshooting incidents and injuries, managing check-out and locker rental services, and enforcing overall facility policies.
- Assist with the supervision of approximately 60 student staff including hiring, training, scheduling, evaluations, payroll and disciplinary processes.
- Contribute to the creation of and facilitate innovative curriculum for area-specific training and development that supports students’ leadership and career-ready skill development.
- Develop semester schedules for student staff through the When To Work scheduling program.
- Ensure incident reports are reviewed and maintained regularly.
- Contribute to the ongoing development and facilitation of the department’s comprehensive risk management plan.
- Create, update, and maintain member services manuals for student staff related to Point of Sale, customer service, communication skills, cash handling, software proficiency, and general departmental knowledge in alignment with industry standards.
- Provide feedback regarding member and guest experiences.
- Maintain equipment and First Aid inventory, and assist with the process for the restitution of outstanding or lost equipment.
- Coordinate facility tours and presentations regarding departmental programs/services. Provide tours and presentations about membership offerings for potential member groups as requested.
- Participate in professional staff meetings and staff development activities sponsored by the department and division.
- Attend and complete UTSA and Campus Recreation required trainings and workshops.
- Attend monthly Student Life Graduate Assistant meetings.
- Represent Campus Recreation in the campus community via committees and participation in university functions and events.
- Perform additional duties as assigned.

**Departmental Responsibilities**

- Present at least once a semester at staff trainings.
- Serve on at least two departmental committees.
- Assist with the planning and execution of one large-scale departmental event.

**Minimum Qualifications**

- Bachelor’s degree.
- Enrolled in a degree seeking graduate program at UTSA.
- Successful completion of criminal background check.
**Preferred Experience**
- Working knowledge of Microsoft office suite.
- Working knowledge of When to Work scheduling and Fusion recreation software preferred.
- Experience presenting and facilitating.
- Excellent written and language skills and the ability to work with diverse groups.

**Compensation**
- $16.35/hour up to 20 hours/week
- 50% of health insurance premium paid.
- Financial assistance provided for professional development conferences/workshops.
- **UTSA is unable to provide out-of-state tuition & fee waiver.**

**Application Process**
Submit a letter of interest, resume, and three references to:

Burt Ferguson, Assistant Director of Member Services  
Campus Recreation  
One UTSA Circle  
San Antonio, Texas  78249

**Questions**  
Contact 210-458-6716 or burt.ferguson@utsa.edu