**Marshall Student Center**

**Event Logistics Graduate Assistant**

**Background Information on the Marshall Student Center:**

The Marshall Student Center is the student union on USF’s Tampa campus. This 240,000 SF state of the art facility that was opened in the fall of 2008 has quickly become the host for that “out of class experience” for students, faculty and staff. The staff of the MSC is proud to host over 10,000 visitors daily as well as over 20,000 events annually. The Marshall Student Center is proud to employ over 100 students in areas relating to customer service and event production including Set-up Crew, Sound and Light, Event Staff, Building Managers, Bull Market and Information Desk.

**Job Summary:**

The Event Logistics Graduate Assistant (GA) collaborates with the Director of the MSC, the Associate and the Assistant Directors, and the daytime and nighttime Event Managers. In addition to supervising staff, the GA will also assist with event logistics, event planning, and building operations. This two-year experience will give the GA an overall view of the operations of a Student Union. The GA will also be mentored by the Director, Associate, and Assistant Directors of the MSC which will provide the candidate with professional development feedback, opportunities to work on special projects, and personal experience.

**Information Desk Duties Include, but are not limited to the following:**

* Supervise Information Desk Staff
* Create weekly schedule and tasks for the Information Desk team
* Facilitate weekly staff meetings
* Develop and conduct ongoing training each semester in order to promote team building, quality customer service, and ensure understanding of job responsibilities
* Assist with the planning and staffing of major events: Marshall Study Center, Late-Night Breakfast, Student Employee End of the Semester Banquet, Homecoming Week, and USF Week
* Manage all hiring processes for the Information Desk Associates
* Create all training materials and ensure all handbooks and manuals are all up to date
* Assist in the planning of the annual Marshall Student Center student staff retreat
* Aid and engage in small projects in the Event Planning and Building Operations units
* Work with the daytime and nighttime Event Managers on assignments
* Perform other duties as assigned

**Overall Goals:**

* Gain Professional Development
* Build Leadership Skills
* Understand the perspective of a Student Union Administrator
* Comprehend Budget
* Develop Managerial Excellence
* Engage in Personnel Management

**Preferred Skills:**

* Excellent customer service and communication skills.
* Knowledgeable about university student centers/unions and their general operations.
* Experience in crisis management, student union operations, programming, the reservations process, and/or utilizing Audio/Visual equipment.

**Supervision:**

The Graduate Assistant is directly supervised by the Logistics Coordinator for the duration of your employment and will consult with the other administrative team members when providing feedback and praise.

**Eligibility:**

* Must be accepted and enrolled into the College Student Affairs program at the University of South Florida
* Some night and weekend hours are required

Contact Omar Garcia at 813-974-1974 or at Omar1@usf.edu for any additional questions or concerns.