Graduate Assistant, 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: Campus Recreation supports personal and academic success by providing outstanding recreation and educational experiences that are inclusive, stimulating, and encourage a lifelong pursuit of wellness. The department fosters community cohesiveness by facilitating opportunities for engagement, leadership, development, and collaboration.

Student Affairs Mission: The Division of Student Affairs supports student academic and personal success through strategic recruitment and retention initiatives. The division makes efforts to ensure student welfare and provide opportunities for engagement, leadership, and services that promote persistence through the collegiate experience in preparation for the entirety of their lives.

The Position: This full-time (20-hour/week) Graduate Assistant will report to the Campus Recreation Assistant Director of Facilities Operations. The successful candidate will be responsible for assisting in the overall administration and management of recreation membership services including staff training, marketing, supervision, assessment, and outreach.

Responsibilities:
- **Written Communication:** Develop and maintain relevant sections of the written employee manual for Membership Services staff. Correspond with university and community partners to market memberships and services. Assist in developing and maintaining communication systems with patrons. Create and compose flyers, articles, and mailers to market programs and services.
- **Oral Communication:** Provide clear and concise instruction to staff and participants including policy and procedures, equipment requirements, planning and preparation, etc. Develop topics and present to groups to inspire and motivate them to engage in fitness and wellness activities.
- **Program Development/Implementation/Evaluation:** Assist in program development, implementation, and evaluation of Membership Services. Identify new activities to enhance the overall program and encourage participation. Oversee a student membership marketing team to assist in marketing of memberships and services.
- **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.
- **Marketing:** Direct marketing development and implementation for the promotion of Memberships and Services and Campus Recreation user incentive programs.
- **Group Facilitation:** Provide on-site supervision and coordination of special events/conferences.
- **Assessment/Evaluation:** Assist in the development and assessment of participation, program evaluations, learning outcomes, and prepare semester reports that include recommendations for improvement.
- **Supervision:** Recruit, hire, train and evaluate new staff, hold monthly training sessions, supervise staff, and evaluate Membership Services personnel through formal and informal evaluation methods.
• **Crisis Management:** Assist in the development, implementation, and oversight of a risk management and emergency response program for all facilities and programs.

• **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, Pro Shop purchases, special programming, incentive programs, 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.

• Preference will be given to graduate students pursuing a degree in Counseling, Adult and Higher Education, but those pursuing in a closely related field or discipline at Northern Illinois University will be considered.

• 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.

**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 a campus recreation environment and chosen career.

• Experience working in a customer/client environment.

**Preferred Qualifications:**

• Genuine interest in learning how to develop and implement a collegiate recreation membership services program including marketing and sales.

• Experience marketing to large, diverse populations.

• Experience in student employee supervision and evaluation.

• Experience in event and facility management.

• Experience working with diverse student and community groups.

• Experience working in a customer/client environment.

• 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 field in a campus recreation environment.

**Compensation includes:**

• 12-month, 20 hours per week (except when university closes for holidays, etc.).

• Hourly pay at $12.50 per hour (paychecks distributed semi-monthly).

• Start Date: June 1, 2017

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

• No housing offered in resident hall and no meal plan.

• Other Benefits: If funds are available, assistance in conference costs.

**Contact Information:**

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