



Santos Manuel Student Union of California State University San Bernardino

Position Title: Graduate Assistant, Operations & Risk Management

Department: Recreation & Wellness

Job Type: Part-Time, Hourly, Non-Exempt

Salary: \$17.00 per hour **Tuition Benefit:** ~\$5,441 Annually (*6 units CSUSB in-state tuition*)

Location: Incumbent will be located at the San Bernardino Campus

Work Schedule: This is a regular, part-time, hourly position. Willingness to work a flexible schedule as necessary to respond to emergency/urgent situations is required. This may include working extended hours, evenings, weekends, and some holidays

First Review Deadline: Friday, May 23rd, 2022

About the Position:

The primary responsibility of the Graduate Assistant for Operations and Risk Management is to work directly with the Associate Director to enhance the operations and help manage risk for all areas and oversee day-to-day operations of facilities. This Graduate Assistant will be responsible for supervising, mentoring and recognizing the student staff while ensuring a safe and injury free environment. This person will need to be able to solve on-the-job issues by utilizing effective critical thinking and decision-making skills and possess the ability to work with diverse populations. The Graduate Assistant needs to have great communication skills and willing to learn. Understanding Connect 2 software and plan out all monthly red alert drills and supervise operation managers. They should possess the ability to work both independently and as a team member. Finally, the graduate assistant shall demonstrate the ability to work effectively with a diverse campus population.

ESSENTIAL DUTIES & RESPONSIBILITIES

Primary Functions

- Provide leadership to 12 student employees. Responsible for the daily management of Operation Managers including the staff recruitment, scheduling, motivation and retention of student personnel.
- Organize and facilitate training, work assignments, evaluations, and if needed, recommendation of disciplinary action for student personnel. Trains staff in the use of Connect 2 software.

- Oversee the scheduling, delivery, and assessment of all training and American Red Cross certificate classes; execute skills knowledge checks through routine skills testing and departmental training red alert drills. As well as track all certifications in Connect 2.
- Review, develop, and evaluate policies & procedures relating to the Operations & Risk Management with constant regard to the department's strategic plan.
- Oversee the service excellence component. Formulate innovative and creative methods of recruiting, retaining and serving members of the campus community. Collect and compile operational and statistical data to determine and improve methods and procedures to better serve the department and campus community.
- Collaborate with all program areas to maintain an inventory of first aid supplies for the department and regularly audit first aid kits. Inspect and maintain AEDs and track records of inspections and battery replacement in collaboration with campus facilities risk management team as needed.
- Resolve issues between patrons and follow-up with service excellence related issues transpiring at Rec Well facilities in a timely manner.
- Enforce policies and procedures to promote participant safety and satisfaction and respond to emergency situations and adhere to established protocols.
- Monitor safety, security and risk management issues for the facility.
- Teach American Red Cross CPR/First Aid courses as needed once (hired and certified as and instructor).
- Conduct semester employee evaluations
- Contribute to the fulfillment of the Recreation & Wellness mission and value
- Assists in department strategic planning.
- Attends seminars and conferences to maintain program and professional development; earns continuing education units when necessary.
- Train operation managers and are required to work two shifts a week in the facility as the OM on duty.
- As assigned by AD, serves on appropriate committees at the department, division, and university level as a champion for Recreation & Wellness related activities.
- Assist with early morning, night, and weekend coverage as needed.

Customer Service and Collaboration

- Knows the mission and goals of the Santos Manuel Student Union and Recreation & Wellness department and commits to achieving them.
- Ensures Santos Manuel Student Union and Recreation & Wellness service excellence standards are met by all staff in department.
- Ensures department guidelines are established and met by all staff in department.
- Develops and maintains positive working relationships with CSUSB faculty, staff, alumni, and community.

Minimum Qualifications

Minimum & Preferred Requirements

Education:

- Bachelor's degree in health science, education, business, or related field program is required
- Must be enrolled in a minimum of six (6) units at California State University, San Bernardino. (Approved graduate studies program)
- Maintain a semester and cumulative G.P.A. of 3.0.

- 1-2 years of experience working with college students preferred, ideally in a student development or advising capacity.

Licenses & Certifications:

- First Aid and CPR/AED certification
- Sexual Harassment Prevention for Supervisors
- FERPA Data Security & Privacy
- Diversity and Inclusion

Performance Expectations:

- Must be professional and courteous at all times
- Must be able to work with different work styles
- Must be able to work efficiently and show initiative
- Must be well organized, be able to effectively multi-task, prioritize work, problem solve, make decisions, and meet scheduled deadlines under pressure
- Must be punctual and regular in attendance: arrive on time and ready for the workday
- Must complete tasks satisfactorily
- Must be able to work independently or as a team member
- Must be able to work effectively with other employees/departments.

Knowledge, Skills & Abilities:

- Must have strong English language skills and the ability to read, write, and verbally communicate at a level appropriate to the duties of the position.
- Ability to operate personal computer, proficiency with Microsoft Office Suite (i.e. Word, Excel, PowerPoint) and ability to learn and utilize new software programs.
- Ability to provide service excellences and work well with part-time and full-time staff.
- Ability to take the initiative for additional projects and be self-motivated to initiate interactions with guests.
- Ability to meet deadlines, work effectively in dynamic environment, and prioritize workload.
- Ability to manage information flow (including internal and external communication).
- Ability to initiate collaborative work with diverse students, faculty and staff.
- Ability to pay attention to detail and be accurate.
- Ability to demonstrate thoroughness, completeness, follow through on presentation and appearance of work.
- Demonstrated Experience in assessing risk for facility, budget management and contract negotiations as needed.
- Demonstrated ability to influence the creation, implementation, and management of a balanced array of facilities which reflect students' interests and educational needs.

- Proven ability to assess facility projects that impact on student success, including use of quantitative and qualitative data.
- Track and compile information and data in conjunction with weekly, monthly, mid-year and yearly reports. Utilize information to assist in developing policies, procedures and strategic goals for Operation Managers and risk assessment.
- Ability to problem solve, manage multiple tasks and priorities and make an informed decision independently.
- Reliability and flexibility related to work schedule.
- Develop, implement, and regularly assess program area policies and procedures, department emergency action plans, and University training requirements.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work conditions may vary depending upon the location of job tasks required; may occur indoors and outdoors, therefore requiring exposure to a variety of elements. While working indoors, the lighting and temperature are adequate.
- The work environment may involve exposure to various elements including but not limited to: chemicals, dust, fumes, cold, heat, noise, vibrations and dampness.
- While working outdoors, the work environment may involve exposure to various elements including but not limited to: sun, heat/cold, dust, pollens and other environmental risks.

Supplemental Information

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered this position with the Santos Manuel Student Union. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current Santos Manuel Student Union employees who apply for the position. Fingerprinting is required for all employee and volunteer positions that have direct contact with minor children.