

## **Student Union and Event Services**

### **Graduate Assistant Position | 20-hours per week**

The Student Union and Event Services department serves as the heart of student engagement and campus life at the University of Connecticut. Centrally located on the Storrs campus, the Student Union is a vibrant hub that supports over 11,000 daily visitors, including students, faculty, staff, alumni, and community members. It is uniquely positioned to enhance the academic, social, and cultural experience for all who pass through its doors.

Our mission is to provide a welcoming, inclusive environment where students can build connections, grow as leaders, and engage in meaningful co-curricular activities. The department manages a wide range of spaces, including meeting rooms, event venues, and open lounges, as well as specialized areas such as the Game Room and Information Center. These spaces are designed to foster community, support organizational activities, and provide essential services.

The department supports over 15,000 bookings annually, ranging from small student organization meetings to large-scale events like UConn Bound Day, Family Weekend, and Commencement. Our team also oversees critical operations such as centralized student staff hiring and onboarding, facility maintenance, audio-visual services, and event planning coordination. By balancing logistical expertise with a focus on student-centered outcomes, we ensure that every event and program meets the highest standards of service and impact.

Graduate Assistants in this department gain hands-on experience in areas such as event management, student staff supervision, policy application, and program development. They also have the opportunity to contribute to building-wide programming initiatives and collaborate with diverse campus stakeholders. This role provides invaluable transferable skills in leadership, critical thinking, and communication, preparing Graduate Assistants for future careers in higher education and beyond.

Joining the Student Union and Event Services team means becoming part of a dynamic and supportive environment dedicated to fostering student success and enriching campus life.

## **Job Description**

**Job Summary:** Under the general supervision of the Director in collaboration with the Associate Director and the Business Services Coordinator, the Student Union Graduate Assistant will assist in the successful operation of building services, implement educational and social programs within the building, develop and maintain working relationships with student organizations, University departments, non-university

customers, and building partners, and gain an overall experience in Student Union operations and services. This person will also assist with special projects and other duties as assigned.

### **Specific duties and responsibilities:**

- Develop a thorough knowledge of State, University, and Departmental policies and regulations regarding events hosted on University property, building operations, and safety; in addition to the ability to advise others regarding these policies and regulations.
- Event Services:  
Develop a working knowledge of the Event Management System (space reservation software), entering both basic room requests and complex event reservations involving multiple support services and equipment for student organizations, University departments, and non-university customers.
- Student Staff Support and Supervision:
  - Assist the Business Services Manager and Coordinator with managing the Information Center and the Game Room student staff; which includes selection, onboarding, training, development, and supervision; and the responsibilities for evaluating student staff performance, maintaining student staff schedules, and coordinating workflow.
  - Participate in the hiring and training process as needed for other Student Union and Event Services staff positions.
- Assessment:
  - Participate in the development, facilitation, and assessment of student training programs for student employees. Align program with the learning outcomes developed by the department, building upon a foundation of strategic student development and leadership development theories.
  - Assist in the management of the assessment of building services through initiatives such as: Comment cards, online satisfaction surveys, benchmarking initiatives, etc.
- Programming and Event Coordination:  
Assist in the development and implementation of building-wide programming days

including but not limited to: Halloween event (Trick or Treat at the U), 9-11 Remembrance Initiative, Spring Duck Hunt, etc.

- Be a representative of quality customer service for our student employees. Assist as needed in responding to customer needs presented in the Student Union Administrative Offices and throughout the facility.
- Participate in monthly staff meetings.
- Complete special projects or other duties as assigned.
- Participate and assist in bi-weekly staff meetings.
- Serve on search committees as needed.
- Complete special projects or other duties as assigned.