



Facilities Admin & Event Management – Graduate Assistant

One Position Available

Start Date: May 22, 2028

Description:

The Department of Physical Education, Recreation, and Dance is currently seeking a Graduate Assistant from May 22, 2028 through June 30, 2030 to support the Facilities and Member Services teams at the Boston University Fitness and Recreation Center. The position is renewable for a second year contingent upon the satisfactory performance of the individual during the first year.

This position is offered to an accepted candidate in a Boston University graduate program and requires approximately 20 hours per week. The award includes 8 credits tuition remission per semester and a stipend of \$381.89 per week paid over a twelve-month period.

Graduate Assistant will be required to routinely work one weekend day to supervise facility operations and programming. Additional weekend hours and some early mornings/evenings may also be required.

Responsibilities may include but are not limited to:

Event Management:

- Market and promote BU Fitness & Recreation Center for internal and external groups for reservations and events
- Create paperwork (contracts, waivers, etc.) and collect based on deadlines and timeline
- Coordinate with other department areas to properly utilize space according to the department's strategic goals
- Create invoices and collect/process payments
- Maintain database to secure reservations within facility
- Coordinate event operations (set-up, greeting and directing groups to appropriate spaces, ensure building security and guest access, and clean-up and breakdown)
- Schedule all necessary vendors (BUPD, Custodial, Event Staff, etc.) and communicate with as needed
- Overall excellent customer service

Facility Management:

- Facility Supervision - opening, closing, weekend, and holiday building coverage
 - Student Staff Development - training and supervision of apx. 75-100 staff
 - Facility Operations - assisting professional staff, instructors, and members with basic facility-related needs, equipment, and information
 - Facility Security - general access control and building oversight
 - Support of Member Services - helping students and patrons with membership related inquiries, concerns, and issues
 - Complete special projects as assigned
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Schedule Requirements:

Graduate Assistant will work collectively with the Member Services and Facilities teams to cover all FitRec building hours. In addition to regular office hours, these shifts include weekday opening (5:30-11:30am), weekday closing (4:30-11:30pm), weekends (7:30am-3:30pm or 2:30-10:30pm), and potential holidays. Reasonable exceptions can be made for academic classes, internship or other school-related conflicts.

Qualifications:

- Bachelor's degree from an accredited college or university
- Previous experience in customer service is required
- Strong communication skills, both written and verbal
- Experience with Microsoft Office (Word, Outlook, and Excel) required. Database management experience (VSI RecTrac) preferred
- Supervisory experience (including training, task delegation and follow-up) preferred
- Ability to multi-task and prioritize
- Able to be self-motivated, creative, and deadline oriented
- Able to work independently as well as within a team/group
- Must be accepted into a graduate degree program at Boston University

Application Process:

To apply, please send a resume, cover letter, program acceptance letter, and two references/letters of recommendation to:

Allison Holloway
Manager of Member Services
Department of Physical Education, Recreation & Dance
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Boston, MA 02215
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