



Membership Services – Graduate Assistant

One Position Available

Start Date: May 17, 2027

Description:

The Department of Physical Education, Recreation, and Dance is currently seeking a Graduate Assistant from May 17, 2027 through June 30, 2029 to support the Member Services team 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:

Member Services:

- Assist with the supervision of Member Services, Pro Shop, and Fitness student staff (approximately 100-120 students)
- Hiring and training of new staff members
- Oversee student supervisors, including regular meetings to discuss building procedures and policies
- Create and update staff schedules throughout semester
- Create and manage in-service staff training materials and presentations
- Assist with staff awards and recognitions, including mid- and end-of-year student appreciation events
- Support Member Services desk staff with membership related inquiries, concerns and questions
- Ensure proper membership policies and procedures are followed
- Contribute to overall marketing of facility, membership, and programming
- Create and distribute FitRec ID cards for new members
- Be responsible for coordinating, communicating and distributing membership and facility announcements
- Complete special projects as assigned

Facility Management:

- Facility Supervision - opening, closing, weekend, and holiday building coverage
 - Student Development - training and supervision
 - Facility Operations - assisting professional staff, instructors, and members with basic facility-related needs, equipment and information
 - Facility Security - general access control and building oversight
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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 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
- Experience with Microsoft Office (Word, Outlook, and Excel) required. Database management experience (VSI RecTrac) preferred
- Strong communication skills and ability to work with a variety of personality types
- Strong writing/editing skills, as well as careful attention to detail
- Supervisory experience (including training, task delegation and follow-up) preferred
- Must be extremely well organized and able to effectively manage a number of projects simultaneously
- Able to be self-motivated, creative, and detail and deadline oriented
- Able to work well within a team/group
- Positive attitude is a must
- 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
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