

Ice Arena Facility Operations Graduate Assistant Job Description

TITLE: ICE ARENA FACILITY OPERATIONS GRADUATE ASSISTANT

ROLE / BASIC FUNCTION:

Kent State University Recreation and Wellness Services (RecWell) announces an Ice Arena Facility Operations Graduate Assistantship for the Fall 2024 through Spring 2026 semesters (four consecutive semesters renewable annually).

SUMMARY OF THE KENT STATE UNIVERSITY RECREATION AND WELLNESS SERVICES ICE ARENA FACILITY OPERATIONS:

The Ice Arena Facility Operations Graduate Assistant will perform a variety of duties assigned to assist with the daily operations of the Kent State Ice Arena. All graduate assistants function as members of the professional staff and participate in meetings, assist with policy and procedure revision, distribution, and administration, and provide suggestions and feedback as part of the RecWell team.

SUMMARY OF RESPONSIBILITIES: The Ice Arena Facility Operations Graduate Assistant will assist the designated supervisor with the administration of the Ice Arena operations. The position will require working a flexible schedule, including non-traditional work hours. Specific responsibilities include, but are not limited to the following:

- Assist with hiring, training, scheduling, supervision, disciplinary action, and evaluation of student personnel.
- Adhere to and enforce all policies and procedures set forth in the Ice Arena Staff Manual.
- Assist with reviewing and providing feedback to all policies, procedures, and staff manuals.
- Oversight of all necessary paperwork inherent to the position, such as task checklists, tracking ice usage, snack bar inventory, food and beverage ordering, staff safety audits, etc.
- Attend all departmental and area meetings as requested.
- Support current Ice Arena programming and assist with new program development, implementation, and evaluation to help grow ice rental revenue.
- Develop and implement monthly in-service training sessions for student personnel.
- Supervision of Ice Arena programs.
- Assist with facility readiness to meet the needs of various user groups.
- Supervise the facility when scheduled.
- Support the designated supervisor with other job-related tasks when assigned.

***Please also refer to the bottom of this job description to view more detailed examples of job responsibilities and how they align to your personal & professional development.**

QUALIFICATIONS:

- Bachelor's degree conferred at the time the graduate assistantship begins.
- A candidate for a graduate assistantship **must be admitted to an academic graduate program at Kent State University unconditionally.**
- Maintain good academic standing and must carry a minimum of eight hours of graduate credits during each semester of the academic year appointment. Appointees may not accept any other paid employment within the university during the tenure of their employment.
- Ability to respond swiftly and effectively to emergency situations.
- Must possess strong customer service skills.
- Demonstrate a strong work ethic and adhere to professional standards and values.
- Work both independently and collaboratively with others in diverse working groups to achieve common goals.
- Strong verbal and written communication skills with students, coworkers, supervisors, and all Ice Arena patrons.
- Ability to positively create a welcoming environment for all and maintain a positive attitude at work.
- Functions and communicates effectively and respectfully within the context of varying beliefs, behaviors, orientations, identities, and cultural backgrounds.
- Ability to approach students and create a welcoming environment for all.
- Must have exceptional team focus with the ability to multitask.
- The ability to troubleshoot and problem solve operational issues as they arise.

STIPEND & BENEFITS:

- \$11,000 for a 9-month appointment (minimum of 20 work hours per week) paid semi-monthly.
- Full tuition waiver, up to 16 semester hours per year.
- Assistance with health insurance costs (if necessary).
- Assistance with travel costs for professional related development.
- Additional pay over winter, spring, and summer breaks may be available at an hourly rate.
- Internship placement opportunities available.

SUPERVISOR: Associate Director of Ice Arena, Competitive Sports, and Outdoor Facilities.

HOW TO APPLY / APPLICATION AND PROCEDURE:

- **CURRENT KENT STATE STUDENTS:** Please submit application, resume, list of three references, and three letters of recommendation (requested) via Handshake web portal (Kent State students) by Sunday, March 31st, 2024, at 11:59 p.m. EST.
- **APPLICANTS OUTSIDE OF KENT STATE UNIVERSITY:** Please submit application, resume, list of three references, and three letters of recommendation (requested) to Jeff Kingery, Coordinator of Student Personnel at jkinger2@kent.edu by Sunday, March 31st, 2024, at 11:59 p.m. EST.

CLOSING DATE: Application will be accepted and reviewed until the position is filled. For best consideration, all interested applicants should submit complete application materials, that are submitted no later than **Sunday, March 31st, 2024, at 11:59 p.m. EST.**

MISCELLANEOUS INFORMATION: Preferred candidates shall pursue one of the following graduate degree programs offered through the School of Foundations, Leadership and Administration: M.A. Sport and Recreation Management, M.A. Sport Studies, M.A. Hospitality and Tourism Management, M.A. Exercise Physiology, M.A. Physical Education Teacher Education; however, applicants interested in other graduate degree programs are also encouraged to apply.

GRADUATE SCHOOL ADMISSIONS AND APPLICATION INFORMATION:

- Minimum GPA of 3.0 required for admission.
- GRE may be required (contact Graduate Coordinator of the appropriate school for more details).
- Applications for graduate school may be obtained from the websites listed below.
 - College of Education, Health, and Human Services: <https://www.kent.edu/ehhs/graduate-programs>
 - List of all eligible Graduate Programs: https://catalog.kent.edu/programs/#filter=.filter_2&.filter_5&.filter_6&.filter_47

TYPICAL WORK SCHEDULE AND HOURS:

- Assigned work hours are based on student availability and need. We appreciate that you are a student first.
- The appointment start date will be August 15th, 2024, until May 15th, 2025 (end of appointment). It is renewable for a second academic year if in good standing.
- The last day of Fall semester Graduate Assistantship work is Monday, December 23rd, 2024. The start of Spring semester work is Thursday, January 9th, 2025.
- Additional pay over winter, spring, and summer breaks may be available at an hourly rate.
- A set schedule will be created and shared at the beginning of the fall and spring semester for certain aspects of the job. These hours will also be assigned based on availability.
- The Ice Arena Facility Operations Graduate Assistant is expected to keep regularly scheduled office hours in the Kent State Ice Arena (20 hour/week minimum) during the semester.
- The position will require working a flexible schedule, including non-traditional work hours.
- Must be available to attend all staff meetings/trainings during the spring and fall semesters.

APPEARANCE AND DRESS: The Ice Arena Facility Operations Graduate Assistant will be clean and neatly attired while on duty. Graduate assistants are expected to dress to the professional standards and values of business casual. A RecWell professional staff shirt and nametag will be provided.

QUESTIONS? Contact Jim Underwood at junderw3@kent.edu or 330-672-1138.

OTHER REQUIREMENTS AND EXPECTATIONS:

- **Background Check:** Must obtain a background check outlined by the department prior to employment. All offers of employment at RecWell are contingent upon clear results of a thorough background check (will be provided upon hire at no cost). A plea of guilty to, a finding of guilty by a referee, jury or court of, or a conviction of any of the following shall disqualify an individual from being eligible for employment with Recreation and Wellness Services.
- **Standard Trainings:** Become certified in American Red Cross CPR/AED / FA for the Professional Rescuer, Mental Health AID Training, Bloodborne Pathogen Training, and other trainings as assigned (will be provided upon hire at no cost).
- **Department Trainings:** Attend all new hire orientation trainings, department (semesterly) and area trainings (monthly), and other trainings (in person and online) as needed.
- **Communication Expectations:** Adhere to communication deadlines and expectations set forth by your area supervisor or other professional staff members, including answering emails, text messages, and phone calls in a timely manner (24-48 hours).
- **Work Flexibility:** Ability to work a flexible schedule, including non-traditional work hours, and practice good time management skills.
- **Emergency Response:** Ability to respond to an emergency, as outlined in the Emergency Action Plan.
- **Clean, Safe, Organized Workstation:** Maintain a clean, organized, and safe workstation and environment for student employees, patrons, and all others.
- **Policies and Procedures:** Abide by all other policies and procedures outlined by Recreation and Wellness Services, the Division of Student Affairs, and Kent State University.
- **Commitment and Congruency:** Commitment to Recreation and Wellness Services' mission, team culture, and values and aligning oneself with them.

ABOUT RECREATION AND WELLNESS SERVICES:

- **MISSION STATEMENT (describes who we are):** Recreation and Wellness Services is committed to providing equitable co-curricular experiences through a culture of learning, growth, and well-being in a supportive and welcoming environment.
- **TEAM CULTURE (describes what the workplace is like):** Well-being, Supportiveness, Flexibility, Inclusivity, Integrity, and Positive Attitude.
- **VALUES (describes what guides our practice):** Belonging, Development, Integrity, Quality, and Safety.

EQUAL OPPORTUNITY: We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

AVAILABLE RESOURCES:

- [Kent State University Career Exploration and Development \(website\)](#)
- [How to Write a Resume \(website\)](#)
- [How to Write a Cover Letter \(website\)](#)

NACE COMPETENCIES FOR A CAREER – READY WORKFORCE: The [National Association of Colleges and Employers](#) developed a definition for career readiness and [identified eight key components](#) to prepare college students for a successful transition into the workplace. These are some more examples of how this position will allow you to grow in each of these competencies. Some examples are “Professionalism” and “Critical Thinking”. This position’s job responsibilities will allow you to grow in each of these competencies. Please see below. Please also visit [this link](#) to see how working in Recreation and Wellness Services will allow you to grow in these skillsets.

Job Responsibilities	Career & Self Development	Communication	Critical Thinking	Equity& Inclusion	Leadership	Professionalism	Teamwork	Technology
Job Responsibility 1: Develop monthly in-service training sessions to create a safe environment for student personnel and patrons.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Job Responsibility 2: Create an inclusive environment where everyone feels safe and welcome.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Job Responsibility 3: Communicate effectively with patrons, student employees, and supervisor.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Job Responsibility 4: Attend all departmental and area meetings.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Job Responsibility 5: Be a leader, teacher, and role model for patrons and student staff.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Job Responsibility 6: Use technology to improve job efficiency and enhance patrons’ experiences: Microsoft Suite, Email, Connect 2 & Fusion software, OneDrive, When to Work, etc.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>