Sport Management Graduate Program
and
Baylor Campus Recreation

Graduate Assistant Program

Reorganized for the fall of 2016, the Baylor Campus Recreation Department Graduate Assistantship Program has been developed to create a two-year paid apprenticeship experience within two designated areas of campus recreation that align with core competencies of sport management practitioners. These two assistantships each have distinct job descriptions and duties that are completed under the mentorship and supervision of established leaders those recreational sport areas. Students in this program are selected from a national search process and complete a 36 credit hour master’s degree in Sport Management while completing their graduate assistantship duties.

Stipends for these work duties will be provided from the Campus Recreation program within the Division of Student Life, and tuition remission would be provided from the graduate school at 80% of tuition costs based upon a total load of 18 credit hours per year.
Graduate Assistantship General Expectations:

- Work diligently and professionally
- Meet established deadlines
- Communicate regularly on your progress on assigned tasks
- Report for work on time and in the appropriate professional attire
- Complete 20 hours of service each week to the your designated program within Baylor Campus Recreation
- Maintain academic performance standards throughout the program
- Promote the program positively throughout the campus and with community constituents
Specific Job Duties and Expectations

Position 1

Job Title: Graduate Assistant in Facilities and Operations

Department Supervisor: Robert Graham, Jeff Walter

Work Supervisor: Heather Gilliam

Office Location: McLane SLC, Graduate Office

Expected Job Duties:

Job Summary:
The Graduate Assistant for Campus Recreation Facilities is employed by Baylor University to ensure the safe and efficient use of the facilities within the domain of the Department of Campus Recreation. He/She is directly accountable to the Coordinator for Informal Recreation or the Coordinator for Operations.

Responsibilities:

• To participate as a member of the Campus Recreation staff in supervising and administering the operational and staffing needs for recreational facilities at Baylor University.

• Scope: The Graduate Assistant for Campus Recreation Facilities is responsible for all operational details and member services staffing surrounding the day-to-day operation of the McLane Student Life Center, Russell Gym, Baylor Marina and any other on-campus recreational facilities. Furthermore, the Graduate Assistant may be asked to assist with special programs, events and any other duties necessary for delivering quality service to our guests.

Specifically:

Personnel Management & Student Development:

• Interview, hire, train and schedule student personnel for Campus Recreation Service Desk.

• Oversee the implementation and enforcement of the Student Staff Handbook & Expectations.

• Maintain personnel files, student accountability system and incentive program for all Rec Service staff.
• Supervise and manage student personnel during various facility hours of operation to ensure best patron experience.
• Conduct on-going training as well as personnel evaluations of Rec Service Associates, helping them to grow both within the job and as person.
• Encourage staff ownership by developing and facilitating a staff teambuilding program.
• Serve as mentors to undergraduate staff and actively assist in their development as servant leaders.
• Assist in the development and implementation of on-going staff training, student development and mentorship programs.

Recreational Facility Operations:
• Oversee daily facility operations and the implementation/enforcement of the department’s Building Usage Policies.
• Facilitate the resolution of employee and patron problems, complaints, or non-compliance in a professional, well-informed manner.
• Assist in opening, closing and evening supervision of Campus Recreation facilities throughout the week.
• Routinely monitor facilities in order to supervise patron use and monitor event compliance ensuring that a safe environment exists for all participants.
• Be familiar with the operation of the facility software and able to resolve transaction errors and comply with university cash handling procedures.
• Report and record all injuries and emergency situations using proper documentation procedures for the situation.
• Report and record all incidents involving situations of misconduct, misrepresentation or damage to person or property.
• Report and record definite or potential hazards and unsafe conditions to the Assistant Director for Campus Recreation.
• Oversee preparation and clean-up for special events and other specific programming.
• Assist in managing and maintaining inventory of sales items, equipment and operational items.
• Assist in adding, updating and maintaining resource documents to enhance communication and desk operations.

Additional Responsibilities:
• Assist in current policy revisions, collecting market research comparisons, and gather student development correlation data for departmental use.
• Serve as a liaison between participants and the Department of Campus Recreation.
• Perform other duties as required by the Campus Recreation Professional Staff.

Graduate Assistant for Campus Recreation Facilities:
• 40% -- supervising & training student staff, administering staff performance programs, assisting with facility and field operations
• 25% -- handling customer service & patron issues/incidents, managing conflict, enforcing departmental policy, monitoring and addressing use and repair of facilities to ensure a safe environment
• 15% -- creating an environment of safety with particular attention to risk / emergency management
• 15% -- hiring, scheduling and evaluating student staff
• 5% -- assist in policy revision, assessment, data collection and research for Campus Recreation
Specific Job Duties and Expectations

Position 2

Job Title: Graduate Assistant in Intramural Sports

Department Supervisor: Dominique Hill

Work Supervisor: Abbie Lawson

Office Location: McLane SLC, Graduate Office

Expected Job Duties:

- Administrative Responsibilities
  - Send email updates to chairs and team captains as necessary
  - Respond to emails and phone calls in a timely manner
  - Be the voice for your IM sport participants – know their problems and concerns
  - Assist in evaluating the program by collecting feedback from the population
  - Schedule all employees for seasons/events
  - Plan all required advertising and registration before the event

- Employee Supervisor
  - Help with interviewing and hiring potential employees
  - Be involved in the planning, implementation, and evaluation of training programs for employees
  - Evaluate employees on a regular basis
  - Lead pre-shift meetings before each shift
  - Lead one staff meeting per semester

- Field/Court Supervisor
  - Follow appropriate dress code
  - Arrive for shift at least one hour before start of first game
  - Be available and visible at all times while on duty
  - Visit each field or court at least once during every time slot
  - Have clipboard with all necessary materials with you at all times
  - Handle all ejections personally and make sure participant knows the procedure before he or she leaves the premises
o Before 10:00 the next morning, submit via e-mail a shift report to the coordinator and all other IM GAs (if something major happens, submit report before you go home that night)

- **Assigned Sport/Event Responsibilities**
  o Help plan and implement official training
  o Assist the coordinator in scheduling the season/event
  o Check inventory for necessary equipment for each sport
  o Update evaluation forms as needed
  o At the completion of each event, assist the coordinator in evaluating the event

- **Other Duties**
  o Be a representative of Baylor’s IM program
  o Complete a self- evaluation each semester, submit it to the coordinator at the end of the semester, and discuss this document with the coordinator
  o Collaborate with campus recreation and all other departments at Baylor
  o Complete all other duties as assigned