APPALACHIAN STATE UNIVERSITY
University Recreation (UREC)
Graduate Assistant of Facilities and Operations

Appalachian State University (App State) invites interested applicants for the position of ***Graduate Assistant (GA) of Facilities and Operations*** to become a part of the University Recreation (UREC) team as we facilitate a welcoming environment where recreation and wellness opportunities transform, engage, and care for the App State community.

The **Graduate Assistant of Facilities and Operations** is primarily responsible for working with the Coordinator and Assistant Director of Facilities and Operations to assist in the daily supervision and operations of UREC facilities that include the Student Recreation Center, Quinn Recreation Center, and Mt. Mitchell Fitness Center.

This position serves on the UREC Leadership Team and reports directly to the Assistant Director of Facilities and Operations.

You will succeed in this position if you are committed to

- Working a flexible schedule that includes evenings, weekends, and designated holidays.
- Being creative and innovative in designing new training and engagement opportunities for student staff.
- Facilitating and nurturing a collaborative, team-oriented environment.
- Providing development and support to students through guidance, feedback, and hands-on learning opportunities.
- Building genuine connections and fostering a sense of belonging within the UREC community.
- Leading multiple student teams and projects simultaneously.
- Receiving and providing constructive feedback with a growth mindset.

Who we are

You will join a team that is creating an exciting environment, values collaboration, innovation, and is welcoming to all App State students, faculty, and staff. At UREC we believe in opportunities for everyone, with everyone. Learn more about UREC at this link.

You will have the opportunity to

Operations & Administration

- Train and support Facilities and Operations student staff to educate members about UREC policies, UREC App, and the information available on our UREC website.
- Provide direction and ideas on how the Facilities and Operations student staff can contribute and create a positive experience for the variety of members that use our spaces.
- Communicate and advocate for the needs of the member through both online and in-person interactions.
- Coordinate the equipment needs in the Student Recreation Center, Quinn Recreation Center, and Mt Mitchell Fitness Center including the setup, breakdown, renting, and checking out equipment (volleyball equipment, pickleball, table tennis, video games, basketballs, etc.)
- Update and review UREC Facility Schedules on a daily and weekly basis. Work with the facilities and operations staff to ensure classrooms, court spaces and meeting rooms are set up and ready for all scheduled reservations.
- Assist and coordinate with the Facilities and Operations Coordinator/Assistant Director with the execution of all incoming facility reservation requests for all of the UREC Facilities (Student Recreation

Center, Quinn Recreation Center, Mt Mitchell Fitness Center, Climbing Wall, Broadstone, and State Farm Fields).

Student Development

- Plan, execute, and evaluate day-to-day and monthly training opportunities that promote the professional development and operational readiness of Facilities and Operations student staff.
- Design, coordinate, and co-lead with Assistant Director of Facilities and Operations the mentorship, recruitment, hiring, training, supervision, and evaluation of student staff including Front Desk staff, Operations Assistant staff, Facility Supervisor staff and student Program Managers.
- Coordinate and lead performance evaluations for all student staff with a focus on individual development and growth, providing direction and sharing the vision, and allowing for self-reflection, self-awareness, and opportunities for constructive feedback.
- Create and manage the WhenToWork schedule for student staff to ensure adequate staff coverage for the operation of the facility including Front Desk staff, Operations Assistants, Facility Supervisors, and Program Managers.
- Facilitate and develop a culture of care and learning that contributes to building a sense of belonging that supports UREC's mission, vision, and values.

Risk Management

- Develop, coordinate, and lead Risk Management and Safety training for all student staff under Facilities and Operations.
- Monitor CPR/AED/First Aid Certifications for the Facilities and Operations student staff to ensure certifications are valid and up-to-date.
- Conduct safety audits for the Front Desk staff, Operations Assistants, Facility Supervisors, and Program Managers.
- Assist with the review and update of UREC facilities standards operating procedures and risk management plans.
- Monitor facilities usage, conduct regular facility walk throughs, and advise on the overall operations of the UREC facilities (Quinn Recreation Center, Student Recreation Center, and Mt Mitchell Fitness Center).

Departmental Leadership and Support

- Participate and actively engage in the UREC Leadership Team initiatives.
- Contribute to department-wide initiatives and opportunities through participation in committees, work teams, and tasks to contribute to the mission of UREC.
- Establish effective and positive rapport with program staff, university personnel, students, and University Recreation participants.
- Assist with monitoring the Facilities and Operations budget to include student payroll, equipment purchases, and facility event rentals.
- Teach CPR/AED/First Aid classes for UREC Student Staff and App State community participants.

Technology Support and Business Operations

- Collaborate to oversee the daily management, operations, regular maintenance, and troubleshooting of all recreation management software and hardware including Innosoft Fusion, Connect2Concepts, WhenToWork, and other software.
- Assist in developing standard operating procedures and training materials for Innosoft Fusion, Connect2Concepts, and WhenToWork to include leading workshops and staff training on how to operate and use Innosoft Fusion, Connect2Concepts, and other UREC software.
- Assist with equipment purchases and ensure the quality of gym equipment for daily check-outs at the front desks.
- Maintain an accurate, up-to-date inventory of all member services equipment and follow up with members on damaged equipment items.

At a minimum, you should have

- Knowledge of working in a recreation facility and exposure to general facility and/or program operations
- Effective verbal and written communication skills, organizational skills, and the ability to work independently and as a member of a cohesive and energetic team.
- American Red Cross CPR/AED/First Aid Instructor certification (or willingness to become certified in the first three months of employment).
- Academic requirements:
    - Unconditionally accepted into a Graduate School Program or working toward the completion of a Master's Degree at Appalachian State University.
    - Maintaining a cumulative GPA of 3.0 or above

The preferred candidate will have

- Previous experience in Campus Recreation, possibly as a Member Services Front Desk Attendant, Fitness Attendant/Operations Assistant, or Facility Supervisor.
- Experience using Innosoft Fusion software or any other facility management software.
- Knowledge and experience in training and supervision of employees.

Hours

The Graduate Assistant will work on average 20 hours per week during the fall and spring academic semesters. Because of the work with students and events, there will be night and weekend work frequently.

Salary and Benefits

- Maximum earnable wages up to $13,125.00 between the fall and spring academic semesters ($17.50/hr.)
- Professional Development Funds: $500.00
- Your assistantship includes a parking permit (value set for non-gated lots by Parking and Traffic). You are responsible for registering and initially paying for your parking registration out-of-pocket. Reimbursement is provided and is considered compensation by the IRS. Therefore, federal and state taxes will be withheld from your first paycheck. Detailed instructions for acquiring your permit are located on the Parking & Transportation website.

How to apply

Contact Jules Silver, Assistant Director of Facilities and Operations, at silverjl@appstate.edu with the following materials:

1. Current resume
2. Statement of interest addressing the minimum qualifications
3. List of at least three professional references
4. Copies of all relevant certifications

Deadline to submit applications is January 11, 2027. Position is open until filled.
This position is anticipated to start on August 1, 2027.

Please be aware that offers for assistantship positions are contingent upon acceptance into the University Graduate School and the specific degree program you are applying for. Varying deadlines exist for all applications, and it is the responsibility of the applicant to beware of these and apply accordingly. Applicants MUST be accepted into the Graduate School before they can be accepted into the degree program of their choice. Please also see more information about the Exam Waiver.

Some commonly related graduate programs with the offered graduate assistantship:

- Master of Arts in Higher Education and Student Affairs
- Master of Public Administration
- Master of Business Administration
- Master of Science in Kinesiology
- Master of Science in Nutrition

- Master of Science in Occupational Therapy

More about Appalachian State University: As the premier public undergraduate institution in the state of North Carolina, Appalachian State University prepares students to lead purposeful lives as global citizens who understand and engage their responsibilities in creating a sustainable future for all. Located in the Blue Ridge Mountains, Appalachian is one of 17 campuses in the University of North Carolina System. Appalachian enrolls more than 20,000 students, has a low student-to-faculty ratio and offers more than 150 undergraduate and graduate majors. Learn more at https://www.appstate.edu/about/

More about Boone: Boone is a college town in the best sense — a place where people say hello on the street and a vibrant downtown is just a block from campus. Its eclectic hub, known as King Street, features specialty shops, restaurants, and cultural attractions. The surrounding Blue Ridge Mountains attract outdoor enthusiasts year-round for hiking, skiing, snowboarding, mountain biking, cycling, fishing, kayaking, rock climbing, and other activities. Learn more at this link.

Office of Disability Resources Accommodations: The Disability Resources (ODR) unit of Access & Opportunity is the designated office at Appalachian State University for promoting opportunity, access, and civil rights based on a disability. ODR oversees access needs, applicable University resources/supports, and eligibility of appropriate accommodations (adjustments, auxiliary aids/services and reasonable modifications) based on disability for students and visitors. ODR is also responsible for oversight of accessibility of programs, services and activities; disability compliance requirements; and the facilitation of removing existing disability-related barriers within the built environment. Individuals needing reasonable accommodations should contact the Office of Disability Resources (828) 262-3056 or odr.appstate.edu.

EEO Statement: Appalachian State University is an Equal Opportunity Employer. The University does not discriminate in access to its educational programs and activities, or with respect to hiring or the terms and conditions of employment, on the basis of race, color, national origin, religion, sex, gender identity and expression, political affiliation, age, disability, veteran status, genetic information or sexual orientation.