

GSA Communications Manager

April 23, 2019

University of Maryland, Baltimore County
Office of Graduate Student Life

GSA COMMUNICATIONS MANAGER – GRADUATE ASSISTANT POSITION, 20 hours a week – AY 2019- 2020

The Office of Graduate Student Life (OGSL) is operated by the Graduate Student Association (GSA) to meet the needs of graduate students as they pursue degrees at the master's and doctoral levels in all disciplines at UMBC.

The successful candidate MUST be eligible for Federal Work Study, determined by the student's FAFSA (must be a U.S. citizen or a Permanent Resident).

This graduate assistantship is the manager for all communications between GSA, OGSL, graduate students, and the greater UMBC/Baltimore community. This includes e-mail inbox management, GSA Bi-Weekly Newsletter, updating social media (*Facebook, Twitter, Instagram and the MyUMBC portal*). This GA manages logistics of all GSA events.

Job Duties

- Works alongside the EAA to assist with clerical duties (i.e. filing, supplies, etc.).
- Reviews all emails and places in correct folder and forwards Executive Council emails directly to appropriate member.
- Prepares monthly report for the Executive Councils review and places in Google Drive/FY19 Reports.
- Creates and implements frequent feedback structure such as surveys, links to information on and off campus and discussion boards that focus on graduate student issues.
- Brainstorms and generates new avenues to simplify processes that affect graduate students.
- Receives information/issues from graduate students and creates solutions as appropriate.
- Troubleshoots daily inquiries for continued superior customer service and creates a culture of “how can GSA help solve this issue?”
- Collegially supports and assists the GSA Executive Administrative Assistant, the Travel & Research Grants Coordinator and the Community Liaison.
- Other duties as assigned (e.g. assisting with the Graduate Research Conference).

Qualifications and Requirements

- This graduate assistantship requires knowledge of computer databases, website management, project management, reservations systems and systems processes.
- This position requires design, trouble-shooting, research, and analysis as well as the ability to work alone and on a team.
- The GA in this position should have a background in the following topics: project management, information management, emerging technologies, recruitment and customer service.
- Must have flexible availability throughout the week to participate in committee meetings and GSA/OGSL events.
- Strong interpersonal, analytical, oral and written communication skills required; conflict resolution skills desired.
- Knowledge of Word, Excel, PowerPoint, and Google applications.
- A commitment to diversity and team building is essential.
- Bachelor's degree, full-time enrollment in a UMBC master's or doctoral degree program & be in good academic standing with The Graduate School.
- May not hold a doctoral degree or have UMBC adjunct faculty status.
- A positive attitude, strong time management skills, and a sense of humor are advantageous.

OGSL Expectations

- Serves as a member of the OGSL and assists the OGSL & GSA in its mission of supporting and promoting graduate students.
- Collaborates with the OGSL team & GSA Executive Board to implement GSA's mission.
- Attends weekly OGSL team meetings, monthly Senate meetings, GSA Social Hours, Graduate Student Week events, the Graduate Research Conference, and The Graduate School events. Works 20 hours per week staffing the office.
- Maintains and develops knowledge of the Graduate Student Handbook, The Graduate School policies, and GSA policies.

This is a 20-hour/week assistantship including tuition remission for Fall and Spring, stipend for Fall and Spring AY 2018-2019 and GA health insurance.

Please follow application instructions carefully. Your application will not be reviewed unless all of the following materials are submitted electronically:

Electronically submit:

- Your resume in PDF
- Your unofficial UMBC transcripts if already an enrolled UMBC graduate student OR official transcripts of other universities attended if a newly admitted UMBC graduate student
- Cover letter in PDF
- Contact information for faculty reference (Name, Title, Address, Email, Phone) to:

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GSA

The Commons 308

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