**GSA Communications Manager**

April 6, 2023

University of Maryland, Baltimore County

Office of Graduate Student Life

**GSA COMMUNICATIONS MANAGER – GRADUATE ASSISTANT POSITION, 20 hours a week – AY 2023 - 2024**

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 Postings/Newsletter, updating social media *(Facebook, Twitter, Instagram and the MyUMBC portal).*

**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/FY23 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 inquiry 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.

•Other duties as assigned.

**OGSL Expectations**

•Serves as a member of the OGSL and assists the OGSL & GSA in its mission of supporting and promoting graduate students.

•Serves on the GEARS Committee.

•Collaborates with the OGSL team & GSA Executive Council to implement GSA’s mission.

•Attends weekly OGSL team meetings, monthly Senate meetings, GSA Social. Hours, Graduate Student Week events, the GEARS, and The Graduate School events.

•Maintains and develops knowledge of the Graduate Student Handbook, The Graduate School policies, and GSA policies.

•Works 20 hours per week staffing the office.

**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.

This is a 20-hour/week assistantship including tuition remission for Fall and Spring, stipend for Fall and Spring AY 2023-2024 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  
• Cover letter in PDF  
• Contact information for faculty reference (Name, Title, Address, Email, Phone) to:

Dawn L. Galindo, E.A.A.

GSA  
The Commons 308  
[dgalindo@umbc.edu](http://llc.umbc.edu/home/news-events/hall@umbc.edu)