**Office of Graduate Student Life Communications Manager**

UMBC Office of Graduate Student Life

**GRADUATE ASSISTANT POSITION, 20 hours a week – AY 2024-2025**

**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).**

The Office of Graduate Student Life (OGSL), operated by the Graduate Student Association (GSA) at UMBC, caters to the needs of graduate students pursuing master’s and doctoral degrees across all disciplines. We are currently seeking a talented and dynamic individual to fill the role of Communications Manager. This position is pivotal in enhancing communication channels within the Graduate Student Association, Office of Graduate Student Life, graduate students, and the broader UMBC/Baltimore community by ensuring the effective dissemination of information. Responsibilities include managing the e-mail inbox, GSA Postings/Newsletter, and updating social media platforms (Facebook, Twitter, Instagram, and the MyUMBC portal). The ideal candidate will possess exceptional communication skills, a creative mindset, and a genuine passion for engaging with the graduate student community.

**Responsibilities**

* Collaborate with the Office of Graduate Student Life staff to handle clerical duties, such as filing and managing supplies.
* Review and organize all incoming emails, directing GSA Executive Council correspondence to the appropriate members.
* Prepare monthly reports for review by the Executive Council and archive them appropriately.
* Develop and implement feedback mechanisms, including surveys, links to resources, and discussion boards, to address graduate student concerns.
* Innovate and streamline processes impacting graduate students, brainstorming new approaches for efficiency.
* Address inquiries and issues from graduate students, providing solutions as needed.
* Prioritize exceptional customer service, fostering a culture of proactive problem-solving within the Office of Graduate Student Life and GSA.
* Perform other duties as assigned.

**Office of Graduate Student Life (OGSL) Expectations:**

* Participate actively as a member of the OGSL, contributing to its mission of supporting and advocating for graduate students.
* Collaborate with the OGSL team and GSA Executive Council to advance the GSA's mission.
* Attend weekly OGSL team meetings, monthly Senate meetings, GSA Social Hours, Graduate Student Week events, GEARS, and events hosted by The Graduate School.
* Maintain and enhance knowledge of the Graduate Student Handbook, The Graduate School policies, and GSA policies and bylaws.
* Commit 20 hours per week to staffing the office.

**Office of Graduate Student Life Research Assistant Job Duties:**

* Conduct research and draft press releases, infographics, blogs, and newsletters for the GSA and OGSL.
* Explore and implement effective communication strategies tailored to graduate students' needs.
* Develop and execute a comprehensive communication plan encompassing media outreach and social media content creation.
* Create internal communications, such as monthly dean's emails/newsletters, and craft engaging content for external communication channels.
* Research best practices for marketing events to graduate students and design workshops to share this knowledge with graduate organizations.
* Analyze metrics and design survey tools to improve graduate student education and professional development.

**Qualifications and Requirements:**

* Proficiency in computer databases, website management, project management,and reservations systems.
* Strong research, analysis, and problem-solving skills, with the ability to work independently and collaboratively.
* Background in project management, information management, emerging technologies, recruitment, and customer service.
* Availability to participate in committee meetings and GSA/OGSL events throughout the week.
* Excellent interpersonal, analytical, oral, and written communication skills, with conflict resolution abilities.
* Familiarity with Microsoft Office Suite, Canva, Google applications, and design software.
* Commitment to diversity, equity, and inclusion, with a focus on team building.
* Bachelor's degree, enrollment in a UMBC master’s or doctoral program, and good academic standing with The Graduate School.
* Must not hold a doctoral degree or UMBC adjunct faculty status.
* A positive attitude, strong time management abilities, and a sense of humor are advantageous.

This position offers a 20-hour/week assistantship, including tuition remission for Fall and Spring, stipend for AY 2022-2023, and GA health insurance.

**Application Instructions:**

Please follow the application instructions carefully. Your application will not be reviewed unless all of the following materials are submitted electronically to [gsa@umbc.edu](mailto:gsa@umbc.edu) :

In the subject line of the email please provide the following: **Last Name Communications Manager Position**

Please PDF all items below into one document:

* Your resume in PDF
* Cover letter in PDF
* References must include faculty or advisor information

GSA

The Commons 308

GSA@UMBC.EDU