

Graduate Assistant Position – Crawford Alumni Center

The Crawford Alumni Center is looking for a Graduate Assistant to assist with the management of alumni and donor communications.

Required Skills:

- Experience with Microsoft Office Suite, especially Excel
- Excellent written and oral communication skills
- Ability to write and proofread copy to be used in text message, email and verbal correspondence
- High level of attention to detail
- Ability to build rapport with a diverse group of alumni, staff, students, and donors
- Sensitivity to language and cultural differences
- Ability to succeed under pressure, with short deadlines, and minimal supervision
- Ability to multitask and adjust priorities while maintaining a high level of efficiency and accuracy

Preferred Skills:

- Experience with the Tennessee Tech Student Government Association
- Customer Service, Public Relations, Call Center, or Retail experience
- Management, Supervision, or Leadership experience
- Experience with Human Resource policies and procedures

Job Duties:

- Oversee the constituent outreach efforts during hours of operation.
- Supervise a team of student employees to guarantee appropriate interactions with alumni and donors.
- Assist in employee recruitment, applicant interviews, and training sessions and make hiring recommendations.
- Serve as a representative of the University to alumni and donors.
- Create a balanced atmosphere of quality performance and high morale to inspire positive outcomes from each student employee.
- Implement strategies to solicit gifts from varied populations.
- Schedule weekly working shifts for student employees.
- Ensure student employees collect and accurately record demographic data.
- Provide coaching and communicate performance expectations to student employees.
- Report employee performance and issues with disgruntled constituents to the Director.
- Resolve technical problems that arise with equipment used for constituent outreach.
- Accurately record data to ensure that Tech is able to solicit effectively.
- Other duties as assigned