



# MERCYHURST

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## UNIVERSITY

501 East 38th Street  
Erie, PA 16546

814-824-2000  
800-825-1926

[mercyhurst.edu](http://mercyhurst.edu)

## Graduate Assistant - Community Partner & Student Support

**Location:** Erie

**Reports To:** Director of Academic Community Engagement

**Full/Part Time:** Part time

**Classification:** Staff

**Closes:** Open until filled

### POSITION SUMMARY

In support of the Mission of Mercyhurst University, the Community Partner and Student Support Graduate Assistant for Community Engagement supports curricular service-learning and co-curricular community engagement efforts that enhance the student experience while providing consistency with both the community and campus partners. Through the support of service events, weekly programming, assigned projects, and mentoring/coaching of students, the graduate assistant position plays an integral role in the department by working a minimum of 20 hours/week.

### DUTIES AND RESPONSIBILITIES

#### Support the student experience in the community:

- Support students through occasional passenger van driving to local nonprofit service sites for service-learning, off-campus work-study, interns, volunteers, and/or special events for students (includes occasional weekend projects).
- Address student or community partner issues and concerns professionally as they arise and/or make appropriate referral/communication with staff in a timely manner.
- Engage students and internal/external stakeholders via social media if/when appropriate.
- Utilize Canva, a graphic design platform, to create interactive, information graphics for the purpose of displaying service-learning and community engagement opportunities.
- Collaborate with university clubs/organizations to share student/faculty volunteer opportunities via social media.
- Improve social media engagement and analytics through regular posting of volunteer opportunities and interaction with other university accounts to better engage with students, faculty, and internal/external stakeholders.
- Create monthly Service Newsletter depicting student volunteer opportunities, community partner service events, Mercy Market offerings, and other department news to university students, faculty, and staff.
- Update Community Engagement HUB page monthly to include most recent Service Newsletter for student/faculty/staff reference.

- Work collaboratively with department to support any RSCOs, athletic teams and individuals seeking new service opportunities and/or partnerships.

**As arranged with supervisor and GA team member:**

- Support campus efforts of the Diversity, Equity, Inclusion, & Justice initiative, Multicultural programming, and related efforts to help Mercyhurst University become a more anti-racist community.
- Support the Beyond the Gates (BTG) 1-credit graduation-requirement community engagement course as a facilitator within breakout discussion groups, updating the LMS Blackboard as instructed.
  - Perform necessary student outreach if/when applicable to ensure student engagement, comprehension, and timeliness of assignments and/or service hours.
- Support the Mercy Market and Tower Garden Lending Program operations including real-time needs, program evaluation and procedural documentation.
- Assist Mercy Market GA with managing Mercy Market and guide university students through the process of utilizing the Food Pantry, Professional Clothing Closet, School Supplies, and Book Swap, which may include:
  - Performing essential duties on behalf of supervisor and Mercy Market GA to include package pick-ups/returns, vehicle maintenance, item retrieval/drop-off, pantry restocks, and more.
  - Transport, organization, and management of inventory to include school supplies, professional clothing, food pantry items, and textbooks alongside Mercy Market GA and work studies.
  - Collect, organize, and log donations (clothing, school supplies, etc.) dropped off by students, faculty, and/or staff.
  - Collaborate with Mercy Market GA on potential offerings, new ideas, informational graphics, and design concepts.
- Manage FBI Fingerprinting scheduling, intake, and processing of students and/or faculty.
- Regularly check in with undergraduate work studies to monitor functionality and essential tasks.
- Support sustainability office projects and initiatives when requested.
- Organize storage/supply closets utilized by the Community Engagement Department.
- Support Mission Department administrative/organizational projects and initiatives when requested.

**Collaborate with office staff and non-profit organizations for excellent community service experiences:**

- Assist with implementation of annual August Welcome Week freshmen service project and multiple service-oriented networking fairs and events throughout the year.
  - Ensure essential supplies are organized, bagged, and placed with student groups for the annual Day of Service.
- Share project leads, contacts, and community needs with the department staff when appropriate.
- Create informational graphics to promote and advertise community partner and non-profit service events in the local Erie community to university students, faculty, and staff.
- Promote necessary item collection, such as Glove Drives, Food Drives, etc., on behalf of university community partners.

- Collect, transport, and unload donated items to community partner locations that host drives in partnership with the university.
- Conduct site visits to community partners throughout the Erie community to ensure satisfaction with university partnership, to receive feedback on student assistance and success, to address any questions or concerns, to better meet time and/or workforce needs of organizations, and to offer advertisement of community partner upcoming community events to university via social media.
- Other duties as assigned.
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## **EDUCATION AND EXPERIENCE**

### **Required:**

A bachelor's degree; experience working in an educational environment.

### **Preferred:**

A bachelor's degree in a related field plus 1-2 years of experience in nonprofit organization or related work; comfortable working in a faith-based higher education environment; comfortable transporting students in a minivan and/or passenger van.

## **SKILLS AND ABILITIES**

- Demonstrated ability to collaborate with diverse groups and individuals from diverse backgrounds.
- Commitment to cultivating social responsibility, cultural awareness, understanding and appreciation of the Catholic faith tradition, and an ethic of civic engagement.
- Commitment to the Mission of the university.
- Understands and acts upon the Mercy worldview.
- Proven ability in planning, implementing, and managing projects and special events.
- Proven ability to recognize areas of growth/improvement and take initiative.
- Excellent organizational, oral, and written communication skills.
- Possesses social media and website management skills.
- Maintains a current driver's license with minimal infractions and has a willingness to safely transport students locally using university vehicles.

## **APPLICATION PROCESS**

Review of applications will begin immediately and continue until the position is filled or until date indicated above. Send cover letter, resume and 3 work-related references to:

Human Resources  
 Mercyhurst University  
 501 East 38th Street  
 Erie, PA 16546  
[hrinfo@mercyhurst.edu](mailto:hrinfo@mercyhurst.edu)

Mercyhurst University values diversity and is committed to the goal of achieving equal opportunity for all. For that reason, Mercyhurst abides by federal, state, and local law in admissions, employment and all services and programs provided.

Mercyhurst does not unlawfully discriminate based on race, color, religion, creed, sex, citizenship status, ancestry, national or ethnic origin, age, familial status, sexual orientation, gender identity or expression, physical or mental disability, military or veteran status or any other legally protected characteristic or because of any individual's legally protected activities.

Mercyhurst complies with federal, state, and local legislation and regulations regarding nondiscrimination. This policy applies to faculty, administration and staff, applicants for employment, students and applicants for educational programs and activities.

**Candidates must be currently eligible to work in the United States.**