A GREAT PLACE TO WORK!
The UGA Center for Continuing Education & Hotel (Georgia Center) is a dynamic and exciting place that hosts hundreds of events and thousands of people every year for continuing education courses and programs, meetings, conferences, campus activities, and UGA academic forums. Our hotel and food outlets deliver world-class hospitality and create memorable experiences for our guests year-round. Every day at the Georgia Center brings new faces, new experiences, and new opportunities to serve and impact our guests, clients, and community — the heart of everything we do!

We know you have choices in where you work, and we want you to join us not just for a job, but also for an engaging opportunity to learn, grow, and serve others. Our standards of excellence and commitment to service start with our employees, which is why we invest in their professional development, career interests, and work/life well-being. All Georgia Center employees are integral parts of our hospitality and service mission, and their professional success and satisfaction help extend our impact to those whom we serve.

The work we do here makes a real difference in people’s lives, and our employees’ contributions have a lasting impact. Through the great work and commitment of all our employees, the Georgia Center can fulfill its mission of enriching the lives of generations of learners and producing lasting impact through outstanding educational programs and services.

Dawn H. Cartee, Ed.D.
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WHO WE’RE LOOKING FOR

- Talented and enthusiastic
- Friendly and service-oriented
- Forward-looking problem solver
- Motivated and welcoming

• Talented, enthusiastic individuals, whether you’re new to the workforce, early in your career, or a seasoned professional
• Friendly, service-oriented people interested in a career in public service that combines adult education with hospitality
• Forward-thinking problem solvers who enjoy collaborating and working with others
• Motivated and welcoming individuals who want to learn new skills, lead teams and projects, and make an impact on the lives of others

Commitment to Our Employees

Working full-time at the Georgia Center offers much more than just a paycheck, health insurance, and retirement savings – it also includes our commitment to our employees!

The Georgia Center is committed to recruiting and retaining the top talent among employees, and that commitment means cultivating a stimulating environment where all our employees can develop and grow. We are committed to our employees’ at-work satisfaction, so we listen to employees and ask them for feedback on matters that affect them. We are committed to enhancing the work environment, so we are continually looking for ways to innovate and enhance the way we do business.

Our commitment to our employees means they also receive:

• Training and attention from their supervisors that is focused on helping them reach their full potential
• Responsibilities that keep them energized and enthusiastic about what they do
• Access to tools and resources that support their professional development and career growth
• Opportunities and privileges available only to UGA and University System of Georgia employees
Our Vision, Mission, and Core Values

The Georgia Center’s reputation for excellence in quality and service is built upon the outstanding work of our employees. Every employee is a member of the Georgia Center team, so it is vital that our employees understand what we do, why we do it, and how they fit in.

Our organizing principles are guided by the Georgia Center’s mission, vision, and core values. These statements represent our organizational objectives and direct us in everything we do. We want our employees to take ownership of these and embody them through their work.

Our Vision: Transforming generations through meaningful educational opportunities and experiences

Our Mission: As a unit of Public Service & Outreach at the University of Georgia, the Center for Continuing Education & Hotel enriches the lives of generations of learners and produces lasting impact through outstanding educational programs and services.

As a prominent gateway to the University, the Georgia Center serves to:

• Foster professional and personal growth through educational programs and partnerships
• Create an engaging and inclusive environment that supports intellectual exchange

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To work purposefully and provide exceptional educational programs and services, the Georgia Center embodies these core values:

**EXCELLENCE:** We commit to continuous improvement in our actions, services, and programs.

**COLLABORATION:** We engage with individuals and organizations to create successful partnerships.

**RESPONSIVENESS:** We develop creative and dynamic solutions.

**DIVERSITY:** We foster a culture where every voice matters.

**TRANSPARENCY:** We conduct ourselves with openness and professionalism in all aspects of our business.

**ACCESS:** We serve as a prominent gateway to UGA for generations of learners.
Workplace Training

Onboarding and Orientation
The Georgia Center knows that a smooth transition from applicant to a new hire is important for employees’ success. We provide a comprehensive onboarding and orientation program that focuses on getting you up to speed on your job duties and providing you with all the information you need to prepare for your new job with the Georgia Center. As a new employee, you will receive an onboarding and orientation plan specifically designed for your position.

Fast Track and On-the-Job Training
The Fast Track process includes a series of conversations and informal meetings between you and your new team members to welcome you to the Georgia Center. This process helps familiarize you to your work responsibilities and explains how your position interacts with other departments in the Georgia Center. In the first several weeks as a new employee, you will meet and connect with your colleagues to become acquainted and integrate you into your department and its workflow.

Structured, on-the-job training introduces the basic responsibilities of your position and focuses on showing you our processes and building the right skills so that you can successfully perform your job duties. Your training begins on day one and continues as needed based on new responsibilities that will help you grow and excel in your work.
Customer Service Training

Through a formal training program and informal learning opportunities, you will be introduced to the definition and importance of extraordinary customer service for Georgia Center employees. This training introduces employees to new ways of thinking about providing excellent customer service and reinforcing our external and internal customer service philosophy and standards.
Employee Success Training

In addition to specialized training for their work responsibilities, all employees receive training from in-house and campus experts in these areas:

- information and data security awareness
- proper credit card handling processes
- safety and emergency preparedness
- workplace ethics
- workplace technology systems

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Employee Satisfaction Survey

Getting feedback from our employees is vital for our continuous improvement. In addition to providing regular opportunities to give feedback through management’s open door policies and dedicated time in monthly staff meetings, we also provide an anonymous, comprehensive survey that asks about employees’ overall satisfaction, satisfaction with their colleagues and management, and satisfaction with their job content and career path. We use that feedback to identify key improvement areas and set priorities for the upcoming year. This voluntary survey provides a forum for honest feedback and input on areas and issues that the Georgia Center leadership may need to address and improve.
Staff Development Plans
Every full-time employee has a staff development plan that serves as their yearly roadmap and includes measurable goals and timeframes for achievement. Supervisors work with their employees and discuss their responsibilities, as well as professional interests and career goals, to plan for the next year of career growth and successful job performance.

Performance Assessment Plans
The annual performance assessment process is intended to facilitate employees’ professional growth and improvement through reviewing work performance and responsibilities and discussing future goals and expectations. This process is designed to ensure that work responsibilities are aligned with departmental strategies and objectives as well as encourage accountability and mutual respect between employees and their supervisors.
**Staff Meetings and Committee Assignments**

Each division of the Georgia Center holds a monthly, all-employee meeting where they discuss departmental news and issues, important updates from other areas, and review upcoming goals and deadlines. The Georgia Center also has a number of committees that focus on specific issues impacting the Georgia Center. Employees represent their division on committee assignments and are responsible for sharing information with the committee and reporting back to their colleagues.

The staff meetings and committee assignments provide opportunities for employees to become more involved with responsibilities and learn more about their colleagues’ work.

**Staff Recognition and Annual Awards Ceremony**

The Georgia Center respects and values all of its employees for their daily contributions and believes that appreciation and recognition are essential to the well-being of our organization. Annual employee recognition events provide an opportunity for all staff to gather together, celebrate accomplishments, and recognize employee milestones.

The Georgia Center hosts an Annual Awards Ceremony every July to celebrate employees’ accomplishments and recognize selected employees who have demonstrated excellence in their work. Annual awards are presented for the Employee of the Year, Newcomer of the Year, and Student Employee of the Year.
Professional Development and Career Growth

We understand that professional development and career advancement opportunities are important to employees. We are committed to supporting our employees’ ongoing skills training and professional learning, so we provide employees 20 workday hours each year to pursue professional development activities. We also encourage our employees to discuss their career interests and goals with their supervisors to help them identify opportunities to support employees’ professional development and career growth.

Georgia Center employees have access to a wide range of professional development resources that provide professional education and training opportunities. In addition to the Georgia Center’s Continuing Education department, there are multiple on-campus training and leadership programs that can help employees enhance their professional credentials and receive certification in many specific areas of knowledge, skills, and capacities. All full-time, benefits-eligible Georgia Center staff may qualify for these training programs.

Skills Development and Leadership Training

The UGA Public Service and Outreach Facilitation Academy is a professional development program that provides faculty and staff the opportunity to cultivate effective facilitation, leadership, and presentation skills.
The Vivian H. Fisher PSO Leadership Academy gives faculty and staff with strong leadership potential an opportunity to cultivate leadership skills while developing a deeper understanding of the scope and reach of public service and outreach at UGA.

The Women’s Staff Leadership Institute program offers a select group of current UGA employees the opportunity to explore their own leadership identities, develop their careers, and support one another with issues that women leaders face in higher education administration.

The High Impact Leadership Certificate instructs high-performing individuals, regardless of position title, on growing a strong foundation of essential leadership skills, developing personal leadership qualities, working in teams, and managing conflict.

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The Supervision at UGA program delivers information specific to supervising staff and managing resources at UGA, instructs on employment guidelines and policies, and allows participants to enhance their supervisory skills through a variety of instruction, discussion, and learning experiences.

The Fiscal Administration Certificate Training Series is a comprehensive fiscal management training and certification program that emphasizes technical knowledge of laws, regulations, policies and procedures, an understanding of established business practices, and ethical management.
eLearning Opportunities

Through UGA, all full-time, benefits-eligible Georgia Center employees have access to lynda.com and the Microsoft Imagine Academy.

Lynda.com is an online learning resource that includes thousands of video tutorials, taught by industry experts, with business, software, technology, and creative skills courses in topics such as career development, communication skills, customer service, leadership, project management, technology, and time management.

The Microsoft Imagine Academy offers the latest IT education programs for Microsoft technologies and enables users to develop their technical skills and, if desired, prepare for technical certifications. Courses are available in topics such as computer science, IT infrastructure, data science, and productivity.

UGA Tuition Assistance Program (TAP)

As part of its desire to meet its employees’ evolving needs, the University System of Georgia established the Tuition Assistance Program (TAP) to help employees earn academic credit toward an undergraduate or graduate degree. The program is available to full-time, benefits-eligible employees who have successfully completed at least six months of employment in a benefits-eligible position. This program allows employees to enroll tuition-free in up to nine academic credit hours each semester (some fees may apply). Georgia Center employees who meet the program’s requirements may be eligible to participate.
Wellness and Work/Life Balance

The Georgia Center is dedicated to a comprehensive approach that supports its employees’ health and wellness needs by offering a number of unique incentives through the Georgia Center Wellness program. The Georgia Center Wellness program empowers all full-time, benefits-eligible employees with the following opportunities and resources to pursue a healthy well-being while at work:

• 10 personal wellness hours each year
• Seasonal health screenings offered on-site by the University Health Center
• Health and wellness fairs
• Monthly yoga classes
• Access to the hotel’s fitness center
All employees also have access to two additional programs: UGA Work/Life Balance and USG Well-being. The UGA Work/Life Balance initiative provides online resources and opportunities to participate in programs that help employees integrate their work and personal responsibilities and lead happier and healthier lives.

The USG Well-being initiative provides employees with support and outreach services, education, and activities to enrich their lives, save money, and promote better health. It includes free access to an Employee Assistance Program that provides employees with free resources covering these topics:

- Financial education, planning, and management
- Health management, nutrition, and physical activity
- Family relationships and child and elder care
- Personal growth and resilience
- Stress management and emotional well-being
- Social and community involvement
- Legal forms and documents
- Success tips and stories
Discounts and Resources for Employees

All Georgia Center employees receive a 25 percent discount every day at the on-site restaurants and in the hotel’s market. Employees who bring their own coffee mugs receive discounted coffee refills too! Employees can also qualify for discounts on select continuing education courses and hotel reservations.

On-Campus Benefits and Opportunities

UGA hosts hundreds of fun and entertaining events each year. From artistic exhibitions and cultural events to athletic competitions and recreational activities, there are countless opportunities for Georgia Center employees and their families to have fun and experience campus life. Employees and their families also have access to a number of campus resources, services, and programs at discounted rates or no cost.

Discounts and Special Rates for Employees

- Memberships to the Ramsey Student Center
- Healthcare and pharmacy options at the University Health Center
- Counseling and education services at the ASPIRE Clinic
- Season tickets and individual performances at the UGA Performing Arts Center
- Tickets to UGA athletic events
- Seasonal access to Legion Pool

Free for Employees

- Rides using the UGA Campus Transit and Athens Transit bus services
- Admission to the Georgia Museum of Art, State Botanical Garden of Georgia, and UGA Libraries
- Admission to on-campus concerts, performances, and speeches from renowned national and international experts and speakers
Each year, UGA hosts its Annual Staff Resources Fair that provides employees with an opportunity to learn about the array of services, resources, and opportunities available to staff and to network with others as they pursue their professional and personal goals. UGA-wide staff appreciation events celebrate the hard work of UGA employees with free food and entertainment, visits by Hairy Dawg, carnival-style games, and a fun atmosphere during the workday.

All Georgia Center employees also have access to the USG Perks at Work program that offers employee-only discounts and programs, plus savings on popular brands and services. In more than 26 categories, employees can receive special pricing offers available only to USG employees and can also invite up to five family members!
About UGA Public Service and Outreach:

UGA is a national leader in university outreach with faculty, staff and students in all of UGA's schools and colleges contributing to Georgia's short- and long-term prosperity. In addition to the Georgia Center, seven other Public Service and Outreach units focus specifically on serving Georgia. Through the work of these units, UGA serves every county in Georgia and beyond developing leaders, creating jobs and addressing critical challenges in order to position Georgia as a competitive force regionally, nationally and internationally.