

Office of Residence Life

Graduate Assistant for Residence Hall Operations

The Graduate Assistant for Residence Hall Operations is a full-time student that serves as the primary staff member responsible for the day-to-day operations of the Towers Customer Service Desk and night security services for the Office of Residence Life. This is a live-on position, which involves a level of accessibility and accountability to all students and staff, and includes management of situations and emergencies, which may occur at any time of day or night. With the goal to provide quality customer service, the Graduate Assistant assumes the following functions:

I. Staff Supervision and Development

- A. Participate in the recruitment, selection, hiring recommendations and training of Residence Hall Operations staff, as appropriate.
- B. Participate in the planning, implementation, and evaluation of training programs/workshops, and general on-going training sessions throughout the academic year.
- C. Supervise Residence Hall Operations staff, which may include 4 undergraduate student management staff and 40-50 customer service staff, regarding the daily operation of the desk, policies, procedures, and special concerns in a residential facility housing up to 1600 students.
- D. Provide feedback to staff regarding desk and mailroom efforts.
- E. Conduct meetings with staff as needed/appropriate.
- F. Maintain accurate mailbox markings and routing information.
- G. Assist with hall opening and closing activities through the collection of keys from residents.
- H. Establish an on-call duty schedule to manage any desk or mailroom related issues throughout the day and night.

II. Administration and Operational Functions

- A. Supervisory Relationship
 1. Communicate to Coordinator for Business Operations on a regular basis with regard to hall and staff issues.
 2. Communicate critical or emergency concerns immediately.
- B. Operational Responsibilities
 1. Assist the central office in the administration of a comprehensive reception, service, and security operation for a residential area.
 2. Promote the development of a welcoming and inclusive student-centered service operation.
 3. Support the mission and all policies and procedures of the department and the university.
- C. Facilities Responsibilities
 1. Report damages and maintenance needs of rooms and public areas to Facilities Management personnel and/or Assistant Director for Facility Operations. Follow up as needed.

2. Maintain regular communication and a cooperative relationship with Custodial and Facilities Management personnel.
- D. General Responsibilities
1. Attend regularly scheduled Residence Life staff meetings.
 2. Establish and maintains 20 weekly scheduled office hours during day and night services.
 3. Participate in on-call duty rotation for desk.
 4. Perform other duties as assigned by the Coordinator for Business Operations, Assistant Director for Facilities Operations, Associate Director, or Director of Residence Life.

III. Student Development

- A. Counseling
1. Be available to assist individuals and groups of students with personal problems and concerns.
 2. Act as a referral agent when appropriate with regard to student problems.
 3. Serve as a consultant for Resident Hall Operations staff.
- B. Judicial
1. Maintain a thorough working knowledge of the discipline system as described in the judicial manual.
 2. Investigate all reports of violations, damages, thefts, etc. Follow up with students and staff to determine accuracy.
 3. Respond to emergency and crisis situations, including on-site management and judicial communication protocols.
 4. Provide judicial reports to Associate Director as directed.

IV. Requirements & Compensation

- A. Qualifications
1. Undergraduate GPA of 2.7 or Graduate GPA of 3.5 (from 9 graduate hours)
 2. Admitted to Southeast's graduate school and enrolled in a graduate course of study
 3. Experience working with hall desk operations or night security operations.
 4. Interest in working with students of diverse educational, racial, ethnic, and cultural backgrounds.
- B. Tuition & Stipend provided
1. Tuition for 24 credits (9-fall, 9-spring, 6-summer)
 2. Bi-weekly stipend
- C. Housing
1. Apartment in the residence hall
- D. Meal Plan
1. 15-meal plan per week