

Madonna University
Residence Life Graduate Assistant Job Description
Front Desk Operations Collateral

DEPARTMENT: Residence Life

LOCATION: University Center

AREA: Student Affairs

SUPERVISOR: Sarah Gombar

SUMMARY: The Graduate Assistant (GA) position is a 12-month position. The GA is a student staff member of the Office of Residence Life within the Division of Student Affairs at Madonna University. GAs are members of a team who assist the Director of Residence Life with developing an environment that supports the academic mission of Madonna University. GAs are charged with taking initiative to develop community and unity within staff as well as the Residence Hall.

ESSENTIAL DUTIES and RESPONSIBILITIES include the following. Other duties may be assigned.

Supervisor/ Advisor:

- Organize and complete Resident Assistant on-duty/ on-call schedule in conjunction with another Graduate Assistant.
- Conduct staff meetings in the absence of Director of Residence Life or Residence Life Coordinator.
- Assist in the supervision and advisement of SRAs and RAs. In addition, serve as a staff barometer and stay aware of the student staff needs.
- Respond to all emergencies in the absence of the Director of Residence Life, Residence Life Coordinator, or Housing Coordinator.

Community Building:

- Work with student staff to create a living learning community that promotes academic growth, personal responsibility and community accountability through activities, meetings, programs, and intentional one-on-one conversations.
- Encourage leadership development through residents' participation in campus groups, organizations, activities, and programs.
- Provide guidance and support as a role model for appropriate behaviors academically and otherwise.
- Work cooperatively with student staff to ensure an environment on the floor or building area that displays respect for the rights and privacy of others and promotes consideration of individual needs in a group living environment.
- Demonstrate appreciation of differences and assist students in developing an understanding of diverse cultures and lifestyles. Respect and treat all individuals fairly and equitably by being open and understanding of diversity issues, specifically as they relate to culture, ethnicity, sexual orientation and other areas.

Resource and Referral Agent:

- Be available to student staff and residents as a resource, providing information regarding University activities and events through individual contact and posting signs and announcements.
- Provide support for University mediation procedures in staff conflicts through facilitation of meetings and referring staff as appropriate.
- Demonstrate a working knowledge of campus agencies, their services and functions, in order to provide academic and personal support.
- Act as a source of conflict resolution for student staff and residents.

Policy Enforcement:

- Know, communicate, enforce, and abide by existing University and Residence Hall policies and procedures.
- Know and implement all administrative, emergency, and operational procedures.
- Know Madonna University and Residence Hall resources and make appropriate referrals.
- Keep the Residence Life Coordinator informed about all problems and concerns within the residence halls.
- Maintain appropriate confidentiality while working in coordination with professional and/or student staff.
- Serve in on-call rotation in conjunction with student staff and other GA's. Address policy violations or emergencies as needed.

Administrative:

- Complete all assigned administrative tasks in a timely and accurate manner.
- Ensure the delivery of crucial information and materials to residents from the Office of Residence Life.
- Assist the Facilities Management staff in identifying facilities in needs of repair or attention.
- Actively participate in the Resident Assistant selection process for the hall staff for the next academic year.
- Graduate Assistant must work 20 hours per week in the Residence Life Office.
- Complete special projects and/ or duties as directed by the Director of Residence Life, Residence Life Coordinator, and Housing Coordinator.

Front Desk Operations:

- Supervise the Front Desk Receptionists.
- Ensure the desk area is kept neat, organized, and professional.
- Assist in the hiring of Front Desk Attendants in conjunction with the Residence Life Coordinator.
- Train and supervise Front Desk Attendants
- Service students with requests or needs in a courteous manner.
- Ensure mail and mail forwarding procedures are performed as needed, as well as packages logged daily.
- Assist students in filling out a work order and inform the Director of Residence Life in case of a maintenance emergency.

Training and Development:

- GAs must actively participate in student staff training, which begins on the two weeks prior to move-in day. In addition, they are expected to facilitate training sessions during fall training and throughout the academic semester.
- All Graduate Assistants must attend staff meetings and training dates as required by Office of Residence Life.

Academic Requirements:

- Must have a cumulative GPA of 3.0 or above, and must maintain a GPA of 3.0 per semester while employed as a GA.
- Must be enrolled as a full time graduate student at Madonna University throughout employment as a GA. Exceptions may be made on a per case basis with the approval from the Director of Residence Life.
- Must not currently be on disciplinary probation under the terms of the Student Code of Conduct, nor have a civil judicial record.

Time Commitments:

- This position is approximately 20 hours/week, with some of these hours being in the evenings and weekends.
- Graduate Assistants must participate in the residence hall move-in and move-out process.
- Graduate Assistants must participate in an emergency “on call” rotation in the Residence Hall.
- Graduate Assistants must meet weekly with the Residence Life Coordinator as a part of their 20 hours/week. In addition they must attend weekly staff meetings.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE: Undergraduate degree; past experience in Residence Life, Housing or related area; or equivalent combination of education and experience.

OTHER SKILLS AND ABILITIES: Computer knowledge using word processing (Microsoft Word preferred), e-mail, spreadsheets, typing skills, strong organization skills, excellent communication skills, both written and verbal.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMPENSATION: Graduate Assistants receive a waiver of an apartment style room, meal plan, and \$20,000 towards tuition for the duration of their employment appointment as long as they are satisfactory completing their requirements.