



## **HOUSING & RESIDENCE LIFE**

**POSITION TITLE:** Graduate Assistant for Residence Life

**SUPERVISOR TITLE:** Assistant Director for Residence Life

### **MISSION:**

We provide exceptional facilities and a caring staff who create an environment where students become responsible members of their community. We promote academic excellence, respect for individual differences and engage students in the life of the university.

### **POSITION DESCRIPTION:**

The Residence Life Graduate Assistant (RLGA) is directly responsible for the supervision of up to 50 undergraduate student staff members and the daily administrative operations and quality customer service of up to three (3) residence hall front desks serving between 700 – 1000 students. This is a 10-month, live-in position which requires approximately 30 hours per week, including some evening and occasional weekend hours. Although the position requires approximately 30 hours per week, the nature of this position, at times, necessitates unpredictable workweeks (some weeks requiring more than 30 hours, particularly around opening and closings).

### **COMPENSATION:**

The term of this position is August 1-May 30 and the stipend is approximately \$1100.00/mo. (This is the stipend amount for 2009-2010 and may be adjusted annually). Graduate in-state tuition for up to 9 credit hours per semester is also provided. A furnished apartment and meal stipend are also provided. This job requires a high degree of organization and administrative and communication skills.

The RLGA is an integral member of the Housing & Residence Life staff and supports the mission by facilitating and managing the following areas of the Residence Life program:

### **GENERAL RESPONSIBILITIES:**

- Hire, train, supervise, develop, and evaluate approximately 50 undergraduate desk staff (depending on area)
- Provide overall supervision for the day-to-day operations of the Service Desk(s) in areas such as, but not limited to, control of keys, check-ins and check-outs, emergency procedures, student payroll, customer service, equipment loan, and lock changes.
- Assist in developing and communicating policies and procedures related, but not limited to, Fall/Spring hall openings and closings, Fall/Spring check-in and check-out, Thanksgiving/Winter/Spring break openings and closings.
- Assist in the organization and implementation of processes and procedures including desk operations, room inspection paperwork management, mid-semester room changes, room selection, and student billing.
- Implement, role model, and actively participate in the Community Development Model and Customer Service Standards

- Work an average of 30 hours per week, which includes scheduling 10-15 office hours each week and ensuring residents and staff are aware of this availability.
- Maintain effective working relationships with Community Staff.
- Participate in an on-call service desk duty rotation during academic year.
- Ensure that adequate coverage of the 24-hour Service Desk(s) is maintained.
- Assure accurate key records are maintained and engage in on-going audits of Service Desks.
- Participate in departmental committees.
- Perform other administrative tasks and responsibilities as assigned.

#### **QUALIFICATIONS:**

Bachelor's degree and enrollment in a University of Northern Colorado graduate program is required. Preference may be given to candidates with previous supervisory and residence life experience. Outside projects, jobs, internships and extracurricular activities must be pre-approved by supervisor.

Candidates need to apply by March 13<sup>th</sup> for consideration. Phone interviews and campus visits will follow a paper review of all candidate files.

#### **TO APPLY:**

Submit a resume and cover letter to:

Mail:

Nathan Cole  
University of Northern Colorado  
199 Tobey Kendel Hall  
Campus Box 38  
Greeley, CO 80639

Email:

[nate.cole@unco.edu](mailto:nate.cole@unco.edu)