

***Graduate Assistantship
Position Descriptions
2009-2010 Academic Year***

The Graduate Assistants (GAs) will provide leadership to student assistants and Resident Assistants at the community service desks, the mail room or within the Lifestyle communities in University Housing. These positions require strong administrative and communication skills and the ability to maintain a positive and flexible attitude toward the position and toward University Housing's commitment to excellent customer service.

The Graduate Assistant position must be approved by the graduate student's department in order to receive tuition remission. All Graduate Assistant positions will be 20 hours per week according to Georgia State University's Graduate Assistant Policy and may not accept other employment on or off campus. Graduate Assistants may not be on internship academic status while working for University Housing. University Housing Graduate Assistants are required to live on campus (accommodations are discussed in the Graduate Remuneration category at the end of this document).

Residential Graduate Assistants (6)

In collaboration with the Assistant Director for Community and Staff Development and the Hall Director, the GA will oversee the Lifestyle Community programming initiatives within their residence hall. This includes, but is not limited to, collaborating with resident assistants, students, staff, and faculty in planning approximately two programs for each Lifestyle Community (please visit <http://www.gsu.edu/housing/26651.html> for Lifestyle Community descriptions) per semester. The GA will be supervised by a Hall Director. In addition, the GA will:

- Serve in the Professional Staff Duty Rotation. In the on-call, duty system, staff are on call to respond to student issues/concerns and emergency or crisis situations during and after business hours. Staff will not be on duty for more than 14 days/nights total during a semester.
- Co-instruct one of three sections of the weekly, 90-minute RA Seminar.
- Maintain effective working relationships with Community Staff.
- Advise the Hall Council student organization executive board.
- Co-supervise resident assistants with Residence Hall Director (RHD)
- Conduct judicial meetings and determine sanctions for students with minor or first offense *Community Living Guide* violations, such as turnstile jumping and doubling up, noise and escort violations, flyering, etc. as directed by their Hall Director.
- Serve on a minimum of two Residence Life committees.
- Gather program, survey and evaluation data relating to the Lifestyle Cohorts.
- Meet with the RHD on a regular basis.

- Attend regular/weekly staff meetings and professional development
- Establish 10 office hours per week

Preferred Qualifications:

- Previous on campus residence hall living experience.
- Employment as a Residence Life Department student staff member (Resident Assistant, programming coordinator, etc.)
- Experience presenting programs, instructing classes or seminars.
- Familiarity with program assessment.
- Executive student leadership experience. (Position on an executive board of an undergraduate student organization)
- Non-academic leadership experience, (captain/coach of a sports team, community organization, camp counselor, etc.)
- Excellent verbal and written communication skills.

Day Operations Graduate Assistant (3)

The Day Operations Graduate Assistants is responsible for supervising desk and mailroom operations from 8:30am – 8:30pm. While it is not necessary for the GA to be present at all times during this time period, office hours would be held during these hours. Emphasis will be placed on customer service, feedback, and developing responsible student workers. The GA must ensure that each Student Desk Assistant (SDA), Mailroom Assistant (MRA), and Student Day Coordinator (SDC) have a clear understanding of University Housing operations and is able to assist students, university employees and parents effectively. The GA will be supervised by an Area Coordinator.

Job responsibilities:

- Serve in the Professional Staff Duty Rotation. In the on-call, duty system, staff are on call to respond to student issues/concerns and emergency or crisis situations during and after business hours. Staff will not be on duty for more than 14 days/nights total during a semester.
- Be responsible for providing fall, spring and on-going training (via the module training system) and staff development opportunities to daytime desk and mailroom staff members.
- Be responsible for new hire orientation and provide on-going desk training.
- Maintain effective working relationships with Night Operations Graduate Assistant.
- Manage the mail room and desk work schedules for fall, spring, Maymester and summer semesters and during all breaks (fall, winter and spring breaks) ensuring 12-hours desk and guest check-in operations is maintained.
- Responsible for maintaining an updated staff roster for all desk and mail room staff.
- Responsible for managing the room and mail box loaner key systems and engage in on-going audits of all keys.
- Responsible for managing the scheduling, time-sheet collection, and evaluation of day time SDAs.
- Provide on-going feedback to the day time SDAs and MRAs throughout the semester and at the end of each semester via an end of semester written evaluation.
- Schedule one-on-one meetings as necessary to provide feedback and/or discipline.

- Serve on Staff Selection Committee in order to aid in the recruitment and hiring of qualified desk assistants.
- Establish 20 office hours per week between 3:30pm and 8:30pm.
- Provide supervision and guidance to the lead day time SDAs who provide training for staff.

Preferred Qualifications:

- Excellent organization and administrative skills.
- Residence Life experience as a student desk assistant, Resident Assistant or security personnel, etc.
- Non-academic leadership experience, (captain/coach of a sports team, community organization, camp counselor, etc.)
- On-campus residency experience.
- Experience with staff supervision, development and training.
- Knowledge of general security issues, a residence life duty system, policies, procedures and techniques in a college/university residence life environment.

Night Operations Graduate Assistants (1)

The Night Operations Graduate Assistants will be responsible for supervising desk operations in all residence halls from 8:30pm – 8:30am. While it is not necessary for the GA to be present at all times during this time period, office hours would be held during these hours. The GA will ensure that each Student Desk Assistant (SDA) and Student Night Coordinator (SNC) have a clear understanding of University Housing and is able to assist students and parents effectively. Emphasis will be placed on knowing the duty-system protocols, customer service, feedback, and developing mature student workers. The GA will be supervised by an Area Coordinator.

Job responsibilities:

- Serve in the Professional Staff Duty Rotation. In the on-call, duty system, staff are on call to respond to student issues/concerns and emergency or crisis situations during and after business hours. Staff will not be on duty for more than 14 days/nights total during a semester.
- Responsible for training the night time Student Desk Assistants on all service and duty-system protocols.
- Maintain effective working relationships with Day Operations Graduate Assistants.
- Manage the night time SDA work schedules for fall, spring, Maymester and summer semesters and during all breaks (fall, winter and spring breaks) ensuring 12-hour desk and guest check-in operations is maintained.
- Responsible for maintaining an updated staff roster for all desk staff.
- Responsible for managing the room and mail box loaner key systems and engage in on-going audits of all keys.
- Provide on-going feedback to the night time SDAs throughout the semester and at the end of each semester via an end of semester written evaluation.
- Schedule one-on-one meetings as necessary to provide feedback and/or discipline.
- Responsible for managing the scheduling, time-sheet collection, and evaluation of night time SDAs.

- Serve on the Safety & Security Committee.
- Serve on Staff Selection Committee in order to aid in the recruitment and hiring of qualified desk assistants.
- Establish 20 office hours per week between 8:30pm and 1:30am.
- Provide supervision and guidance to the lead night time SDAs who provide training for staff.

Preferred Qualifications:

- Excellent organization and administrative skills.
- Residence Life experience as a student desk assistant, security personnel, night receptionist, etc.
- Non-academic leadership experience, (captain/coach of a sports team, community organization, camp counselor, etc.).
- On-campus residency experience.
- Experience with staff supervision, development and training.
- Knowledge of general security issues, a residence life duty system, policies, procedures and techniques in a college/university residence life environment.

Community and Staff Development Graduate Assistant (1)

The Community and Staff Development Graduate Assistant will work closely with the Assistant Director and the departmental committees on community building initiatives and on staff selection and development. The GA will be supervised by the Assistant Director for Community and Staff Development.

Job responsibilities:

- Serve in the Professional Staff Duty Rotation. In the on-call, duty system, staff are on call to respond to student issues/concerns and emergency or crisis situations during and after business hours. Staff will not be on duty for more than 14 days/nights total during a semester.
- Serve on the Staff Selection Committee.
- Assist in the development of a theme for student staff selection and graduate assistant selection, create appropriate interview evaluation materials, coordinate the logistics of the selection process, and participate in interviews.
- Development and implement assessments of various programs/services including training, in-services, RA Seminar and Lifestyle Communities.
- Serve on the Student Staff Training Committee.
- Assist in the development of the fall training, spring training, and RA in-services.
- Assist the Assistant Director coordinating the RA Seminar.
- Present training materials to the student staff.
- Serve on the Publication Committee.
- Meet weekly, or as necessary, with the Assistant Director.
- Perform additional duties related to community building and staff development as assigned by the Assistant Director.
- Establish 20 office hours per week (this may include time in committees).

Preferred Qualifications:

- Community and staff development experience.
- Residence Hall Programming experience.
- Executive student leadership experience. (Position on an executive board of an undergraduate student organization)
- Non-academic leadership experience, (captain/coach of a sports team, community organization, camp counselor, etc.)
- Residence hall residency experience.
- Employment as a Residence Life Department student staff member (Resident Assistant, programming coordinator, etc.)
- Experience doing presentations, programs, instructing classes or seminars, etc.
- Familiarity with program assessment.
- Excellent verbal and written communication skills.

Graduate Remuneration:

- Full tuition waiver.
- \$8000 stipend distributed monthly at \$800 per month for 10 months.
- Free parking at University Commons.
- Furnished on campus apartment with private bedroom and bathroom. (Note: GAs for the University Commons will reside in a shared 2 bedroom/2 bath apartments in the University Commons. GAs for the University Lofts and the Freshman Building will reside in 1 bedroom or studio apartments in the University Lofts.)

This is a 10 month, live-in position with requires approximately 20 hours per week, including some evening and occasional weekend hours, Although the position requires 20 hours per week, the nature of these positions, at times, necessitates unpredictable work weeks (some weeks requiring more than 20 hours, particularly around opening and closing and while on duty).

Please note that although approximately 20 office hours are required per week during the academic year, summer training (for both professional staff and student staff) requires a full-time commitment.

The term for the position is June 29 through May 16, slightly over 10 months. The GA will be paid as a temp employee during the summer at the rate mentioned above.