

Graduate Coordinator for Housing Assignments and Marketing

The Graduate Coordinator for Housing Assignments is a 12-month graduate student position serving as a key paraprofessional member of the Residential Learning and University Housing staff. The Graduate Coordinator works closely with professional staff within the department to support the departmental marketing initiatives and housing assignment processes.

The following description addresses the general duties and responsibilities of the Graduate Coordinator position with a specific concentration in media content and communication. This document does not cover all job expectations or specific procedures for completing these responsibilities. All staff are expected to review and abide by additional policies and specific procedures described in other documents, including staff manuals, as well as all local, state, and federal laws.

The Graduate Coordinator is expected to work up to 20 hours per week during the academic year. During summer, winter, and spring breaks, graduate coordinators will work 25 hours per week.

Core Responsibilities:

- Manage and process housing assignment tasks; utilize the Housing System Database (THD) to process and maintain housing data and database accuracy
- Serve as the primary customer service representative to students and constituents via phone, email, and face-to-face interactions
- Assist with front desk operations as needed
- Be knowledgeable of key and card access procedures
- Support the various campus events as a department representative (orientation, accepted students day, etc)
- Assist with coordination of opening/closing in Fall and Spring.
- Attend weekly staff meetings, in-service training sessions, and all appropriate retreats, workshops, or seminars assigned by the supervisor.
- Other responsibilities as assigned

Concentration: Media Content and Communication

- Produce quality written, visual, and multimedia content such as printer materials, videos, infographics, and social media posts that generate engagement of students and constituents
- Update and maintain the departmental website.
- Monitor and analyze content performance using analytics tools to identify trends, measure effectiveness

Duty:

- Participate in the all-day-and-overnight On Call Coordinator (OCC) duty rotation as assigned and carry and answer duty phone while on duty
- Respond to calls to provide emergency and other assistance to residents as appropriate

- Assume responsibility for keys, tools, rosters, and other items and keep these items secure and in good condition
- Responsible for finding duty coverage if class attendance is outside of Glassboro and/or if a class does not permit graduate staff to leave for an incident
- Contact students' registered emergency contacts for hospital transports reported to on-duty / on-call staff via Public Safety or as instructed by senior staff. Support will be provided by a supervisor as needed.
- As a live-in staff member, expected to assist with central office and in-hall/area office coverage during University delays and closures.

Emergencies:

- Intervene in crisis situations by assessing circumstances, responding appropriately, and discerning when additional professional staff or Public Safety should be called.
- Report serious incidents, injuries, or illnesses to professional staff.
- Provide assistance to students in obtaining medical care when needed.
- Remain available at the assigned building to assist and support emergency personnel during emergencies unless directed to or given permission to leave.
- Know and be willing to participate in crisis intervention procedures.

Qualifications and Requirements:

- Bachelor's degree and at least 1 year of related/transferable residence life/housing or other experience in a university context.
- Excellent organizational and administrative skills.
- Ability to work as a flexible, supportive team member.
- Excellent computer skills and ability to work in database systems.
- Must be a full-time graduate student at Rowan University in good academic standing, making reasonable progress toward a degree objective.
- Must reside in the assigned residence.
- Possess effective communication skills in order to successfully approach people, mediate problem situations, and enforce policies.
- Must be easily approachable, friendly, and able to establish rapport with students/parents.
- Ability to use authority with discretion and exercise good judgment.
- Must be able to maintain confidentiality of sensitive student information.
- Must be in good conduct/judicial standing and remain so throughout the term of employment.

Start Date and Term: The Graduate Coordinator position is a 12-month academic year position with a start date of May 25, 2026. The position term extends through the closing of the residences in Spring 2027 or until May 31, 2027, with reappointment subject to renewal for the following academic year. Any other work or non-academic commitments should be completed by the start date. Graduate coordinators are not permitted to hold other employment during this term of employment with the University.

Evaluation: In an atmosphere of constructive feedback, the Graduate Coordinator's performance will be evaluated by the professional staff of the Housing Assignments and Administrative Services area.

Supervision: The Graduate Coordinator is supervised by the Housing Assignments Coordinator but still works closely with the Assistant Director and Director for Assignments and Administrative Services.

Compensation: The compensation package for this position consists of a tuition waiver (excluding fees or any prerequisite undergraduate class or elective not accepted as a part of the program) for full-time study in a Rowan University graduate program, a furnished apartment in the assigned residence or apartment complex (includes free utilities and internet), a designated 14 meal plan, as well as a \$14,375 annual stipend paid on a biweekly basis over the course of the contract term.

Academic Expectations: This position is contingent upon the Graduate Coordinator remaining in good student conduct standing and academic standing. GCs are expected to maintain a 3.0 cumulative and term GPA. Your academic transcript and upcoming class schedule will be reviewed by departmental leadership, and GCs must notify their supervisor of any class changes during the academic year.

ATTENTION: The person in this position is designated as a Campus Security Authority (CSA) and is required to report information about crimes in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act also known as the Clery Act [20 U.S.C. § 1092(f)]. In addition, the person in this position is regarded as a mandated reporter regarding child abuse and neglect and other misconduct including sexual violence and harassment. Specific policies and procedures for reporting will be covered in training.

Conditions of Employment:

- This position is contingent upon the availability of funding as approved by the Rowan University Board of Trustees
- In the event of extraordinary circumstances related to the current COVID-19 pandemic, force majeure, or other circumstances beyond the control of the University, this position may be eliminated and this offer may be deferred or rescinded, or the term of employment may be modified. In that event, the compensation and benefits associated with the position may be modified accordingly.
- This position is covered under the personnel policies of the University, which apply to student positions. Graduate Coordinators must meet all obligations described in this position description and abide by all other applicable University policies, including the [Student Code of Conduct](#), [Housing Contract](#), and the [Rowan University Student Handbook](#).
- In addition to abiding by all University policies, this position requires you to enforce and report violations of University policies following guidelines given in training.
- This offer of employment is contingent upon your remaining in good student conduct and academic standing. RLUH professional staff will complete a check of student conduct

records and academic status at the end of each semester and continue to evaluate these throughout your employment.

- ***For RLUH-internal applicants:*** An offer of employment is contingent upon the satisfactory completion of your employment during the current academic year or term. Separation from employment or unsatisfactory performance will be considered during the application process. If an offer is made, it can be withdrawn for unsatisfactory performance or separation.
- The compensation package for this position consists of a tuition waiver (excluding fees or any prerequisite undergraduate class or elective not accepted as a part of the program) for full-time study in a Rowan University graduate program. Tuition for undergraduate courses, elective courses not accepted as part of the designated program, or for courses that the staff member may need to retake are not covered by the departmental tuition waiver.
- This graduate position is a two-year contract (reviewed yearly) that offers a full tuition waiver (in and out of state), not including fees. Funding is up to 36 credit hours. Funding beyond 36 credit hours or 18 credit hours per fiscal year will be reviewed by the Department Head.

Notice of Critical Policies, Rights, and Obligations: All employees are expected to become familiar with and comply with applicable state and federal legal obligations as well as policies related to their role and work. Below is a summary of several key policies that directly relate to this position. Please note this is not an exhaustive list, and omission of a law or policy here does not relieve staff of their obligations to comply with all applicable laws and policies. For a more complete index of University administrative policies, please review the page linked here:

Selected Policies:

- [Administrative Policies](#)
- [Family Educational Rights and Privacy Act \(FERPA\)](#)
- [Clery Act Policy](#)
- [Title IX Sexual Harassment/ Sexual Assault Policy](#)
- [Protection of Minors](#)
- [Policy Prohibiting Discrimination in the Workplace and Educational Environment](#)
- [Americans with Disabilities Act \(ADA\)](#)
- [Service and Emotional Support Animals Policy](#)
- [Disruptive Behavior and Workplace Violence Policy](#)
- [Alcohol and Other Drugs Policy](#)
- [Required Immunizations for Rowan Students](#)
- [Acceptable Network Use Policy](#)
- [Whistleblower Policy](#)