Graduate Coordinator for Housing Systems and Logistics
2018-2019 Academic Year

Reporting to the Assistant Director for Housing Systems and Logistics, the Graduate Coordinator for Housing Systems and Logistics 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 a wide range of housing systems and logistics and residential maintenance functions, including leading a team of student project crew workers throughout the academic year and summer.

The following description addresses the general duties and responsibilities of the Graduate Coordinator position. 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.

Core Responsibilities of the Graduate Coordinator
- Assist with the review and maintenance of accurate housing records, which include room condition reports, damages, and key receipts.
- Oversee all door access operations for campus residences, room keys inventory and security, lock changes/repairs, and loaner keys.
- Be willing to learn and use various computer applications including, but not limited to Microsoft Office, School Dude, RS2, Blackboard, and Adirondack’s The Housing Director.
- Assist with the entry, assignment and tracking of work orders in a computer database.
- Supervise a staff of up to 15 student “Project Crew” workers, and prioritize, organize and assign work to the Project Crew.
- Provide ongoing guidance and feedback to Project Crew workers to hold them accountable for performance expectations and compliance with department and university policies.
- Assist in the recruitment, selection and training of Project Crew student workers.
- Assist with the assessment and reporting of public area damages in residential buildings.
- Assist with overall support for housing logistics during the summer, including summer orientation and preparation of buildings for fall move-in.
- Assist with the inventory and distribution of furnishings, supplies, and equipment.
- Provide access to residence halls and apartments for outside contractors and facilities personnel.
- Be available for all housing check in and check out periods, which include fall check in, fall check out, spring check in and spring check out, and early move-in periods.
- Keep regular office hours during the winter and spring breaks when classes are not in session, as the office is still open.
- Be willing to perform routine administrative functions, which may include answering the telephone, alphabetizing records, filing, and assisting office staff as necessary.
- Be available to respond in person or by phone to assess Facilities/Maintenance emergencies on campus. During summer months, be available to assist Conference and Event Services with maintenance or key concerns.
- Respond on an on-call basis as needed.
Duty:
- Participate in the nightly grad staff duty rotation as assigned.
- Respond to calls to provide assistance to residents as appropriate.
- Assume responsibility for keys, tools, rosters, and other items - keeping these items safe and in good condition.

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.

Meetings and Training:
- Must complete required training during the summer.
- Must attend training full time during the summer training period prior to the opening of the residence for fall semester (specific dates and expectations TBA).
- Must attend and actively participate in in-service trainings pertinent to your position throughout the year.
- Participate in weekly staff meetings as scheduled.

Qualifications and Requirements:
- Bachelor’s degree and at least 1 year of related/transferable residence life or other experience in a university context. Experience as a Resident Assistant or other central housing office position strongly preferred.
- Excellent organizational and administrative skills.
- Strong communication, interpersonal and counseling skills.
- Ability to work as a flexible, supportive team member.
- Understanding of Residential Learning and University Housing.
- Excellent computer skills and ability to work in database systems.
- Must be a full time graduate student in good academic standing making reasonable progress toward a degree objective.
- Must reside in assigned campus 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 and 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.

Expected Time Commitment: The Graduate Coordinator position requires an extensive time commitment. Graduate Coordinators are expected to work up to 25 hours per week. (Normal business hours are Monday through Friday between 8:30 AM and 5:00 PM - Graduate Coordinator hours will need to fall within this timeframe and should be spaced out relatively evenly throughout the week). Commitments during the summer will be full time (40+ hours). Regular office hours during the winter term are also required.

Start Date and Term
The preferred start date for this position is May 30, 2018. The position term extends through closing of the residences in summer 2019, including administrative processes associated with closing. As part of this 12-month position, summer, winter, and Spring Break responsibilities are
a required part of this position.

**Supervision:** The Graduate Coordinator is supervised by and works closely with the professional staff of the Housing Systems and Logistics team.

**Evaluation:** In an atmosphere of constructive feedback, Graduate Coordinator performance will be evaluated by the professional staff of the Housing Systems and Logistics team.

**Compensation:** The compensation package for this position consists of a tuition waiver for full time study in a Rowan University graduate program, a furnished apartment in the assigned residence or apartment complex (includes free utilities, internet, phone, and basic cable service), a designated 10 meal plan, as well as an $14,375 annual stipend paid on a biweekly basis over the course of the contract term.

**How to Apply:** Please send your cover letter, resume and at least three references to Ashley Shaw, Assistant Director of Housing Systems and Logistics, at shaw@rowan.edu. She can also be reached by calling 856-256-6879 to assist with any questions.

**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.