

Graduate Coordinator for Housing Assignments - 2020-2021 Academic Year

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 housing assignments process and to maintain accurate and complete databases and rosters of all bed space assignments and room changes.

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.

Graduate Coordinators are expected to work up to 25 hours per week during the academic year. During summer, winter, and spring breaks, graduate coordinators will work 40 hours per week (9am-5pm)

Core Responsibilities:

- Oversee departmental email alias, responding to constituent inquiries.
- Managing mandatory housing waivers.
- Tabling of various campus events (orientation, accepted students day, etc)
- Manage lists, databases, and other data relating to occupancy/room changes, and preparing necessary reports as needed.
- Provide optimal customer service to students and families via phone and walk-ins
- 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.
- Manage social media for the Office of Residential Learning and University Housing.
- Other responsibilities as assigned.

Year 1 Ancillary Responsibilities:

- Assist with supervision of OAs
- Point person - room Changes/waitlist processing and management

Year 2 Ancillary Responsibilities:

- Hiring, training, and supervision the Office Assistants
- Help-desk management
- Census
- International Housing reservation forms

On-Call/Emergency Responsibilities:

- Participate in the nightly grad staff duty rotation as assigned.
- Assume responsibility for keys, rosters, and other items

- 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.
- Remain available at the assigned building to assist and support emergency personnel during emergencies unless directed to or given permission to leave.
- 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. This includes any information shared in reference to any possible physical abuse, sexual abuse or neglect of a person under the age of 18 which must be reported immediately to your direct supervisor within 24 hours of information per the Protection of Minors policy. Specific policies and procedures for reporting will be covered in training.

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 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 preferred start date for this position is May 26, 2020. The position term extends through closing of the residences in Summer 2022. Summer, Winter, and Spring Break responsibilities are a required part of this position.

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 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 14 meal plan, as well as a \$14,375 annual stipend paid on a biweekly basis over the course of the contract term.

Application:

Resume, cover letter, and 3 references can be sent to JJ Mitchell at mitchelljj@rowan.edu