

Graduate Coordinator for Content and Communication

The Graduate Coordinator for Content and Communication is a 12-month contract 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 as well as maintain all departmental social media accounts and ensure website accuracy.

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 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 all social media platforms for the Office of Residential Learning and University Housing.
- Produce quality written, visual, and multimedia content such as a videos, infographics, and social media posts.
- Create content that generates engagement of students and constituents.
- Monitor and analyze content performance using analytics tools to identify trends, measure effectiveness
- Update and maintain the departmental website.
- Oversee the updating of all printed marketing materials for the department.
- Assist in responding to constituent inquiries via email, chat and phone.
- Organize all marketing materials for and participate in tabling events for various campus events (orientation, accepted students' day, etc)
- Provide optimal customer service to students and families via phone and walk-ins
- Attend weekly staff meetings, in-service training sessions, and all appropriate retreats, workshops, or seminars assigned by the supervisor.
- Other tasks as assigned.

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

Start Date and Term:

The preferred start date for this position is May 20, 2024. The position term extends through closing of the residences in Summer 2025. Summer, Winter, and Spring Break responsibilities are a required part of this position.

Supervision:

The Graduate Coordinator is supervised by the Housing Assignments Coordinator and works closely with the RLUH leadership 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 14-meal plan, as well as a \$14,375 annual stipend paid on a biweekly basis over the course of the contract term.

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. The Graduate Coordinator must meet all obligations described in this position description and abide by all other applicable University policies, including the Student Code of Conduct and Student Housing Contract.
- 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.

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:

[Administrative Policies](#)