

Rowan University's Residential Learning and University Housing Office is currently searching for someone to fill the role of Graduate Coordinator for Housing Systems and Logistics for the next two years as you complete your master's degree here at Rowan. Below you will find the job description for this position, but we also wanted to share a little bit of information with you about the position from a different perspective.

The Graduate Coordinator of Housing Systems and Logistics position might seem very different than other graduate assistant opportunities at other institutions. This is a unique central housing office experience that we offer, in the hopes that the graduate student in this position receives a holistic and big-picture view of how a housing office operates; from the front office staff interacting with students and their families, to the residence halls and apartment complexes and the residential learning staff, and all the behind the scenes staff members such as the Facilities department.

Opportunities abound in this position when it comes to learning the inner workings of a residential housing office. For example, what happens in the summer when all of the residents go home? If you join our team, you will play a lead role in many of our summer projects including furniture renewal, building renovations, first-year orientation programs, and conference and event services. You will also be an integral part in preparing the approximately 5,500 bed spaces that Rowan offers for residents to occupy for the fall semester. In addition to specific skills that you would learn related to housing operations, you would also have opportunities to see how each of the branches of our office successfully work together to create a residential experience for our students. You will have an opportunity to be part of the "nuts and bolts" of how our office functions.

This role does also include more traditional graduate assistant experiences often found in positions in Residential Life and Housing. For example, you will have the opportunity to select, train and supervise a group of student staff, fill a role as a hearing officer and judicial board member, take part in departmental committees and various professional development opportunities, participate in a campus-wide on-call duty rotation, and be a key component in the training of residential learning staff at all levels.

This position will give you the skills necessary to pursue a career in your chosen field, whether it be in higher education or beyond. Some skills that you will take with you as a result of your role as the Graduate Coordinator of Housing Systems and Logistics will be: superb organization and administration skills, the confidence to communicate and collaborate with a multitude of departmental offices, the ability to logistically problem solve and troubleshoot in high stress situations, and the chance to be a part of campus-wide large scale initiatives, such as residential move-in and move-out across campus.

We understand that the life of a graduate student can be stressful, but we are a team that is prepared to support you in all facets of your life while here at Rowan. The HS&L team is known for getting our hands dirty, but having a lot of fun while doing it. Without an entertaining work environment we can't imagine how dull life would be. If you're looking for an experience where you get hands-on training and opportunities to apply your skills every day, the Graduate Coordinator of Housing Systems and Logistics position fits the bill. Please do not hesitate to contact us with any questions by emailing Brett Sheplock at sheplock@rowan.edu.

Graduate Coordinator for Housing Systems and Logistics

2023-2024 Academic Year

Reporting to the Coordinator 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 workers for facilities tasks throughout the summer and/or academic year.

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, Google Drive, 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 16 student workers; prioritize, organize, and assign work to the team.
- Provide ongoing guidance and feedback to student workers to hold them accountable for performance expectations and compliance with department and university policies.
- Assist in the recruitment, selection, and training of HS&L student employees.
- Assist with the reporting and assessment 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.
- Oversee 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, 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 during the academic year 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 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, parents, peers, and university staff.
- 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 in the summer months, typically 9am-3pm with a one hour lunch break, and 20 hours during the academic year workweek. (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). Regular office hours during the winter term are also required.

Start Date and Term

The preferred start date for this position is May 30, 2023. The position term extends through closing of the residences in summer 2024, 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 and resume to Brett Sheplock, Coordinator of Housing Systems and Logistics, at sheplock@rowan.edu. He can also be reached by calling 856-256-4235 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.