

Iowa State University Student Affairs Graduate Assistantship

Office: Department of Residence

Position Title: Friley Hall/Union Drive Community Center Mailroom Graduate Assistant

Terms of Employment: If you have applied and been accepted to the Higher Education Program at Iowa State University and registered for Interview Days, you will be contacted for an interview. Interviews will take place as part of Interview Days (I-Days) February 21st-February 23rd, 2016. All others who have been accepted to a graduate program at Iowa State University should send a cover letter, resume and list of five references with contact information to:

Department of Residence Graduate Assistant Search
c/o Sarah Holmes
1205 Friley Hall
Ames, IA 50012

Compensation: This 30-hour per week position is compensated monetarily for 20 hours (approximately \$1700/per month for 2016-2017). Compensation for the remaining 10 hours include:

- On campus furnished living space with cable, telephone, and internet
- Board (when Dining Services is in operation)
- Access to laundry
- *University health insurance
- Professional development money available (\$500) per fiscal year
- Time off for university holidays
- Graduate Assistants do not officially "earn" or "accrue" any vacation or sick leave – Vacation and sick leave is up to the discretion of the Graduate Assistant's supervisor
- Contract start date July 1, 2016-contract end date May 12th, 2017

For more information on graduate assistant policy, visit:

<http://www.gradcollege.iastate.edu/degree/graduatecollegehandbook.html>

Background Information: The mission of the Department of Residence is to further the academic mission of the university by providing services and promoting living/learning communities that stimulate, enhance, and extend the total learning experience. Graduate Assistants play a significant role in carrying out the mission of the Department of Residence.

Major Duties & Responsibilities:

Staff

- Supervise, train, and evaluate hall desk staff

- Assist in the planning of a training program prior to fall semester and spring semester for all student staff and hall employees. Conduct on-going training as needed
- Assign administrative tasks to hall desk employees and review progress
- Prepare for and conduct selection process for hall desk employees each semester as needed
- Work with hall director(s) to determine special projects to be conducted by hall desk employees
- Meet with supervisor weekly
- Attend weekly departmental staff meeting
- Provide written expectations of desk workers and Community Advisers in their desk role (Hall Director collaboration required)
- Ensure that hall desk employees comply with University and Department policies and procedures
- Attend designated portions of weekly hall staff meetings, as needed
- Holds workers and CAs (with Hall Director) accountable for job responsibilities
- Discuss with supervisor additional experience in judicial, advising, supervision and departmental committees

Hall Desk Operations

- Create a hall desk atmosphere that is customer service based and a resource to students, guests and staff
- Solve and/or follow-up with concerns of residents and visitors as it relates to the hall desk
- Supervise the hall desk responsibilities for room assignment process
- Maintain/update room assignments on computer system
- Work with Department of Residence assignments office to keep check-in/check-out and occupancy rosters up to date
- Organize key check in/out for the residence hall
- Maintain key records
- Coordinate equipment checkout
- Maintain records needed for each opening/closing operation
- Develop and utilize checklists, calendars, and procedures needed by various staff members
- Prepare other operational reports, as needed
- Coordinate evaluation process of hall desk operations in fall and spring semester with Hall Director(s)
- Prepare and distribute housing information informing students of special desk policies and procedures to follow during the break periods
- Follow - Up with hall desk issues with Hall Director
- Manage hall desk operational budget
- Order and keep well-stocked supplies for the desk
- Maintain and update public area bulletin boards regularly

Judicial, Advising, Supervision, Duty

- Work with the Hall Director to determine specific responsibilities in terms of judicial, co-advising of hall council and cabinet, and functional supervision of staff
- Participate in residence hall “supervisor on-call” duty rotation-providing immediate/emergency response to all on-campus residence hall communities
- Notify students of charges pending, schedule hearings and adjudicate minor judicial cases
- Complete administrative processes
- Assign sanctions
- Follow-up with students as needed

Qualifications:

- Bachelor’s Degree
- Admitted to a graduate degree program (must be admitted prior to obtaining an interview)

Preferred Qualifications

- Ability to work independently, take initiative, and exercise good judgment
- Strong verbal and written communication skills
- Ability to work independently while also being a team player
- Ability to take initiative and exercise good judgment
- Critical thinking, team building and leadership skills
- Strong time management and administrative skills
- Available to work July 1st, 2016 through May 12th, 2017
- Strong customer service skills
- An understanding of residence life communities
- Ability to have conversations with students about their behavior and its impact on the community

Relevant ACPA/NASPA Competencies:

Advising and Helping

- Opportunity to co-advise residence hall councils and cabinet members.
- Opportunity for judicial experience including adjudicating minor judicial cases and assigning sanctions.

History, Philosophy & Values

- Assist in the planning of a training program prior to fall semester and spring semester for all student staff and hall employees. Conduct on-going training as needed.

Human & Organizational Resources

- Assign administrative tasks to hall desk employees and review progress.

- Prepare for and conduct selection process for hall desk employees each semester as needed.
- Coordinate evaluation process of hall desk operations in fall and spring semester with Hall Director(s).

Law, Policy & Governance

- Ensure that hall desk employees comply with University and Department policies and procedures.

Leadership

- Supervise, train, and evaluate Community Advisor staff in their hall desk responsibilities.
- Holds workers and CAs (with Hall Director) accountable for job responsibilities.

Personal Foundations

- Create a hall desk atmosphere that is customer service based and a resource to students, guests and staff.

Student Development

- Assist/support students in a variety of capacities.
- Solve and/or follow-up with concerns of residents and visitors as it relates to the hall desk.

Contact (or Reports to): Sarah Holmes
Coordinator of Residence Life
(515-294-5520
sholmes@iastate.edu

****We will be accepting graduate and doctoral candidate applications****