



Madonna University
Residence Life Graduate Assistant Job Description
Front Desk Operations Collateral

DEPARTMENT: Residence Life

AREA: Student Affairs

LOCATION: Residence Halls

SUPERVISOR: Director of Campus Engagement

SUMMARY: The Graduate Assistant (GA) position is a 12-month required live-on campus position. The GA is a student staff member of the Office of Residence Life that is a part of Campus Engagement within the Division of Student Affairs at Madonna University. GAs are members of a team who assist the Residence Life Manager and Director of Campus Engagement with developing an environment that supports the academic mission of Madonna University. GAs are charged with taking initiative to develop administrative strategies such as key management, desk operations, and interfacing with Facilities Management.

ESSENTIAL DUTIES and RESPONSIBILITIES include the following. Other duties may be assigned.

Supervisor/ Advisor:

- Organize and complete Front Desk student employee and/or Resident Assistants (RA) on-duty/on-call schedule for Francis Hall East Front Desk in conjunction with the RA Duty Team in Felix Hall Desk and other Residence Life staff members.
- Assist in the supervision and advisement of RAs and Desk Workers.
- Provide training and development to RAs and other Office of Residence Life staff members in peer mediation strategies.
- Respond to all emergencies while serving in the on-duty rotation.
- Supervise administrative tasks in the residence halls. This may include, but is not limited to, Bag and Tags, Wellness Checks, Break Closings, Signage for the Front Desk, etc.

Community Building:

- Directly supervise Desk Workers and indirectly supervise RAs.
- Work with student staff to create a living learning community that promotes academic growth, personal responsibility and community accountability through activities, meetings, programs, and intentional one-on-one conversations.
- Encourage leadership development through residents' participation in campus groups, organizations, activities, and programs.

- Work cooperatively with student staff to ensure an environment on the floor or building area that displays respect for the rights and privacy of others and promotes consideration of individual needs in a group living environment.
- Demonstrate appreciation of differences and assist students in developing an understanding of diverse identities. Respect and treat all individuals fairly and equitably by being open and understanding of diversity issues.

Resource and Referral Agent:

- Be available to student staff and residents as a resource, providing information regarding University activities and events through individual contact and posting signs and announcements.
- Provide support for University mediation procedures in staff conflicts through facilitation of meetings and referring staff as appropriate.
- Demonstrate a working knowledge of campus agencies, their services and functions, in order to provide academic and personal support.
- Act as a source of conflict resolution for student staff and residents.

Policy Enforcement:

- Know, communicate, enforce, and abide by existing University and Residence Hall policies and procedures.
- Know and implement all administrative, emergency, and operational procedures.
- Know Madonna University and Residence Hall resources and make appropriate referrals.
- Keep the Residence Life Manager and Director of Campus Engagement or designee informed about all problems and concerns within the residence halls.
- Maintain appropriate confidentiality while working in coordination with professional and/or student staff.
- Serve in on-call rotation in conjunction with student staff and other GA. Address policy violations or emergencies as needed.

Administrative:

- Complete all assigned administrative tasks in a timely and accurate manner.
- Ensure the delivery of crucial information and materials to residents from the Office of Residence Life.
- Assist the Facilities Management staff in identifying facilities in needs of repair or attention.

- Actively participate in the Resident Assistant selection process for the hall staff for the next academic year.
- Hire and train all Desk Workers for the current and next academic year.
- Graduate Assistant must work 15-20 hours per week in the Residence Life Office. This may be subject to change. Follow up with supervisor about current hours.
- Complete special projects and/or duties as directed by the Residence Life Manager and Director of Campus Engagement or designee.
- Serve on various committees throughout campus.

Front Desk Operations:

- Co-supervise the Desk Workers with the Residence Life Manager.
- Ensure the desk area is kept neat, organized, and professional.
- Assist in the hiring of Desk Workers in conjunction with the Residence Life Manager.
- Train and supervise Desk Workers.
- Service students with requests or needs in a courteous manner.
- Ensure mail procedures are properly executed. Serve as the primary point of contact for mail related student complaints.
- Assist students in filling out a work order and inform the Residence Life Manager and Director of Campus Engagement or designee in case of emergency.

Training and Development:

- GAs must actively participate in student staff training, which begins on the two weeks prior to move-in day. In addition, they are expected to facilitate training sessions during fall training and throughout the academic semester.
- All Graduate Assistants must attend staff meetings and training dates as required by Office of Residence Life.

Academic Requirements:

- Must have a cumulative GPA of 3.0 or above, and must maintain a GPA of 3.0 per semester while employed as a GA.
- Must be enrolled as a graduate student at Madonna University throughout employment as a GA.

- Must not currently be on disciplinary probation under the terms of the Student Code of Conduct, nor have a civil judicial record.

Time Commitments:

- This position is approximately 15-20 hours/week, with some of these hours being in the evenings and weekends.
- Graduate Assistants must participate in the residence hall move-in and move-out process.
- Graduate Assistants must participate in an emergency “on call” rotation supporting all aspects of the residential community.
- Graduate Assistants must meet bi-weekly with Residence Life Manager or designee as a part of their 20 hours/week. In addition, they must attend staff meetings.
- Graduate Assistants must meet bi-weekly with all members of Residence Life Professional Staff.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE: Undergraduate degree; past experience in Residence Life, Housing or related area; or equivalent combination of education and experience.

OTHER SKILLS AND ABILITIES: Computer knowledge using word processing (Microsoft Word preferred), e-mail, spreadsheets, typing skills, strong organization skills, excellent communication skills, both written and verbal.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMPENSATION: Graduate Assistants for this position will receive a waiver of an apartment style room, meal plan, 18 s.h. of tuition waiver (which includes textbooks/course materials), parking pass, and an hourly wage of \$12.48 (current Michigan minimum wage).