Graduate Assistant Position Booklet

Minimum Qualifications:
- Earned a Bachelor’s degree from an accredited college or university.
- Must be enrolled in a Master’s program at the University of Hartford and at minimum registered for two graduate level courses each semester.
- Previous residential life, housing, or student life experience.
- The ability to relate positively to and maintain appropriate boundaries with students.
- Possess administrative, organizational, time management and communication skills.
- The ability to work and communicate effectively with a diverse population of students, faculty, and staff.
- The ability to work independently and in group settings.

Preferred Qualifications:
- Interest in working in student affairs and/or residential life/housing as a vocation.
- Knowledge of Microsoft application suite and social media platforms.
- Experience with emergency response, decision making, and problem solving skills.
- Experience with conducting interventions and mediations.

Compensation Package:
- Private bedroom in an apartment (to be shared with others) which includes paid utilities, Xfinity on Campus service login with virtual DVR, and internet access year round. Apartment may be mixed gendered and will be shared with another GA within residential Life, however each individual will have their own room. If this is an issue, please disclose it in your application. Your candidacy will not be ruled out if you disclose this.
- Student leader meal plan (200 block meal plan and $500 Dining Dollars) during the Fall and Spring semesters (The meal plan is only active while classes are in session).
- Staff ID which provides ability for reduced on campus parking for $25.00, free coffee at student union, unlimited use of campus library, and staff discount on purchases at University store.

The Graduate Assistant position does not offer tuition remission, exchange, or any monetary stipend.

The Office of Residential Life provides direct services to our students, their families, and all members of the University of Hartford community. As an employee of the Office of Residential Life, it is the Graduate Assistant(s) responsibility under the direction of their supervisor to perform a variety of services, which include, but are not limited to:
- Assist residential students within assigned area;
- Serve as a University resource liaison;
- Provide administrative and operational support for the main office;
- Support the mission, vision and goals of the department, division, and University.
- Each assistant will work 20 hours a week total in the academic year
- If assistant is present over the summer the assistant will work 10 hours a week during the summer months.

The Graduate Assistant is expected to assign priority to this position over all other non-academic activities unless otherwise specified. Continued employment is not guaranteed and Assistants will be appointed on a year-to-year basis. Assistants are expected to attend graduate and resident assistant training in August and in January. Listed below is an outline of responsibilities:
All GAs assist with the following departmental events, activities, and functions:

- Assist with semester fire drills, coordinated opening, closing, and Health & Life Safety Inspections;
- Participate in the RA selection process and RA training, which may include weekend and evenings;
- Participate in Spring Fling weekend duty coverage;
- Support and participate in the Residential Learning Curriculum
- Remain actively informed about, and supportive of, University policies and programs;
- Perform other duties as assigned by the Office of Residential Life
- Serve as a Campus Security Authority with regard to Clery Act reporting;
- Participate in and help coordinate department programs;
- Participate in all staff and divisional development opportunities;

All GAs will be required to attend, participate, and/or plan the following events:

- Be available and on campus during the first weekend of each semester for relationship building, student interactions, and program implementation:
  - Fall Semester – September 7, 2019 through September 9, 2019
  - Spring Semester – January 25, 2020 through January 26, 2020
- Actively attend and participate in all paraprofessional staff training and development activities, which include, but are not limited to:
  - Graduate Assistant Training – August 12 – 14, 2019
  - Senior Resident Assistant advance (Senior RAs only) – August 15 & 16, 2019
  - New Resident Assistant training (New RAs only) – August 19, 2019 to August 21, 2019
  - Resident Assistant Training – August 22, 2019 to August 30, 2019
- Monthly Departmental Staff Meetings, which occur the first Monday of every month.
- End of semester departmental dinners
- Assist with all functions of residence hall openings and closing (planned and unplanned):
  - Fall 2018 Coordinated Opening – August 31, 2018 to September 4, 2018
  - Fall 2018 Coordinated Closing – December 15, 2018 to December 22, 2018
  - Spring 2019 Opening – January 21, 2019
  - Spring 2018 Coordinated Closing – May 6, 2019 to May 19, 2019

All GAs are expected to do the following:

- Support the mission, vision and goals of the department and of division.
- Adhere to the GA Job Description, The Source (Student Handbook), and all Residential Life policies set forth in the University Housing Agreement.
- Practice ethical behavior and decision making, and act as a role model at all
- Contribute to the department as a positive and active team player.
- Provide quality customer service and address student and parent issues in order to resolve them in a satisfactory manner; communicate information to your direct supervisor and others on an as needed basis.
- Use independent judgment to prioritize assigned work.
- Attend regularly scheduled meetings with supervisor and participate in a mid-year and end of the year performance appraisal. Meet with direct supervisor to evaluate strengths and areas for improvement.
- Maintain on-going professionalism and communication.
- Will have some evening and weekend commitments that are required.
- Assume other duties, responsibilities, and special projects as assigned by the Office of Residential Life and/or Division of Student Success.
Title: Residential Learning Model Coordinator
Reports to: Assistant Director of Residential Life for Community Development
Employment Dates: July 1, 2019 – June 30, 2020
Position Specifics:

The Graduate Assistant (GA) is a paraprofessional, part time, 11 month live-on member of the Office of Residential Life. The GA reports directly to the Assistant Director of Residential Life for Community Development (AD). The GA is responsible for the execution of the Howie’s Helper program and Residential Learning Model (RLM).

I. Howie’s Helpers Responsibilities
- Assist in the creation of marketing material for the Howie’s Helpers move in program and advertise it to the campus community;
- Assist in the creation and organization of teams for Howie’s Helpers
- Create training materials and train volunteers on policies in regards to the program;
- Serve as point of contact for team leaders and supervise leaders in order to meet their responsibilities;
- Inventory and coordinate purchasing of supplies for event;
- Work on obtaining outside resources and/or donations to recognize and appreciate the volunteers.
- Assist Coordinator during event with other tasks around the Howie’s Helpers program

II. Residential Learning Model Responsibilities
- Help to develop next phase of the Residential Learning Model implementation plan;
- Conduct research, evaluate information, and prepare reports related to the RLM;
- Serve as resource for Residential Life Staff concerning RLM;
- Plan, develop, and implement methods of training and educating various staff on the RLM.

III. Main Office Responsibilities
- Oversee room/space reservations, equipment usage/reservations, and/or create programming supply list;
- Assist with distributing community emails to residents;
- Support and serve as a programming resource to RAs,
- Develop a First Year Experience program series throughout the year,
- Develop a programming and community builder resource library and monthly distribute passive and active programming ideas to the RAs;
- Create and manage the online programming calendar;
- Assist with the management of the Roompact, Blackboard Site, Google Accounts
- Create monthly newsletter series for students;
- Manage the life safety inspections for the Office of Residential Life and the Residential Resource Center;
- Make recommendations for updates/changes to departmental manuals (GA, RA, etc.);
- Assist Assistant Director with other projects as needed
Title: AAC Graduate Housing & Assignments Coordinator
Reports to: Assignments Manager
Employment Dates: July 1, 2019 – June 30, 2020

Position Specifics:

The Graduate Assistant (GA) is a paraprofessional, part-time, 12 month live-in member of the Office of Residential Life. The GA reports directly to the Assignments Manager. The GA is responsible for the on-site management and overall supervision of a cluster of apartments that house a total of 26 graduate students and holds the AAC duty phone beyond office hours serving in an on-call capacity.

The GA is expected to set office hours (5 hours at AAC and 15 hours in Residential Life per week) at the beginning of each semester based on the needs of the resident population. The Office of Residential life hours must be between 8:30am-4:30pm on weekdays.

I. Asylum Avenue Campus (AAC) Management & Responsibilities

- Serve as live-in manager of AAC Townhouses and coordinate individual student move-in/out processes;
- Maintain a high level of visibility within the AAC community and be readily available to students for consultation and assistance;
- Become acquainted with and recognize all members of the AAC community, advocate for the residents and act as a liaison between students and offices;
- Submit written reports as required including, but not limited to damage reports, room and lounge inspections forms, census reports, and furniture inventory;
- Manage key distribution and key security for residential area;
- Conduct weekly walk through/inspection of AAC and report any issues to facilities;
- Assist with conducting turnover tasks when a vacancy occurs, including the collection of key(s), and billing for damages;
- Coordinate regularly scheduled health and safety inspections and maintain monthly records/database for health and safety inspections;
- Supervise assigned Fire Drills and assist with the inspection of any fire safety equipment;
- Advise individual residents in personal, social, and academic matters. Make necessary and appropriate referrals;
- Hold community forums with students in AAC at least once a semester or as needed;
- Perform student wellness checks and follow-ups as directed;
- Coordinate the development and implementation of community standards and when necessary assist students in resolving disputes and conduct conflict mediations as necessary.

II. Student Conduct, Policy Enforcement, and Crisis Management

- Serve in a on call capacity for the AAC campus to be determined with AD for Community Development at the beginning of each semester;
- Have a thorough knowledge and ability to coordinate and execute emergency procedures. Work cooperatively with university personnel, particularly the Public Safety Department, in crisis intervention and appropriate follow up;
- Respond, in coordination with other professional staff members as needed, to specific situations and critical incidents;
- Remain actively informed about, and supportive of, university policies and programs;
- Actively support and encourage observance of ethical standards for conduct. Be a positive role model through behavior consistent with the university's standards for conduct;
- Contact the RD on duty, public safety, or direct supervisor when necessary.
III. Assignments Responsibilities
   • Coordinate the room change process
   • Responsible for weekly occupancy report distribution
   • Responsible for communications regarding vacancy
   • Support Office of Residential Life in providing physical access to space(s)
   • Work with assignments team on keeping records up to date.

IV. Central Office Responsibilities
   • Manage ORL social media accounts as needed;
   • Assist with the management of assessment initiatives as needed;
Title: Graduate Assistant for Community Development
Reports to: Resident Director
Employment dates: July 1, 2019 – June 30, 2020

Position Specifics:

The Graduate Assistant for Community Development (GA) is a paraprofessional, part-time, 11 month member of the Office of Residential Life focusing on work within our Residential Halls. The GA reports to the Resident Director of the area in which they are assigned to. Assistants will assist with working with residents and paraprofessional staff and other administrative tasks, and will have evening and weekend required commitments. At the start of each semester, GAs will sit down with their direct supervisor to develop a list of expectations or learning goals.

I. Programmatic Responsibilities
- Work with RAs to develop and support community development experiences for residents;
- Serve as a programming resource for RAs;
- Create programming supply list(s);
- Assist with evaluating RA bulletin boards;
- Oversee room/space reservations, equipment usage/reservations;

II. Hall Council Responsibilities
- Hold recruitment meetings, and create recruitment flyers at the beginning of semester;
- Co-advise Hall Council, and attend weekly meetings;
- Meet with hall council executive board members;
- Assist with leadership training(s) for Hall council members.

III. Administrative Responsibilities for the Area
- Lead staff meetings when supervisor is not present;
- Responsible for staff development activities at least once a month;
- Create a monthly newsletter for dissemination to residents featuring upcoming programs, policy reminders, etc.;
- Assist Resident Director with electronic communication to residential population;
- Manage residential area social media accounts on a weekly basis;
- Create social media recruitment campaign for area accounts;
- Hold staff accountable for program space use and cleanliness;
- Inform Resident Director when item(s)/ supplies are needed in the program space
- Complete life safety inspections for public areas of residential facilities;
- Conduct vacancy checks for residential area and if appropriate complete an ICF;
- Do follow up health and safety inspections for those residents who failed previously, for RA spaces and complete ICFs as necessary;
- Assist with the room change process including giving spaces, communicating with students and checking vacancies;
- Provide support to Resident Director with end of the year damage billing process for residential area;
- Maintain a reasonable level of visibility within residential area;
- Assume other tasks as assigned by supervisor.