Graduate Assistant for Conover Family and Graduate Apartments

The Graduate Assistant for Conover Family and Graduate Apartments provides support in directing the Conover Apartments. This position requires residency in a designated Conover apartment and response to concerns outside of traditional business hours. The Graduate Assistant fosters an environment that is comfortable, safe, and well maintained and one, which promotes academic achievement by interacting with students, their families, and staff and is responsible for responding to tenant concerns and problems. The Graduate Assistant reports to and receives direction from the Residence Life and Housing Area Coordinator for Christiana Towers and indirect supervision and guidance from the Residence Life and Housing Student Engagement Coordinator.

The Graduate Assistant is expected to invest an average of 20 hours per week with 50% of the time allocated to Conover roles and 50% allocated to projects and duties assigned by the Student Engagement Coordinator. Variations will exist depending on needs in each area but it is generally expected that the Graduate Assistant will work approximately 10 hours per week assisting with Student Engagement and Customer Service roles for the residential student populations across campus.

This twelve-month position will begin in mid-August and continue through August 15 of the following year. Ending dates are negotiable.

Major Responsibilities:

Community Development:

- Initiates contact and develops positive rapport with Conover and Graduate Housing residents. Maintains a presence in areas of responsibility through duty phone contact and residence. Available during the evening, weekends, and University break periods.

- Develops a familiarity with campus services and community agencies and serves as a referral agent for residents in need of personal assistance and support.

- Enforces University of Delaware rules and regulations. Reports behavior and other concerns. Sets an exemplary standard of conduct.

- Conducts disciplinary interventions when appropriate, mediates student conflicts, works with crisis situations, and makes referrals to appropriate departments.

- Maintains and updates the Resident’s Handbook.

- Composes Graduate housing Fall and Spring newsletters.
• Creates and coordinates two community events per semester for the residents.

• Presents information at graduate student functions regarding on-campus housing information.

**Facility Management/Administration:**

• Maintains on-call responsibilities for Conover Apartments and the Graduate House at 183 West Main Street including crisis response, responding to student concerns, and helping coordinate response to facility emergencies and lock-outs.

• Maintains full security of master keys and appropriate building keys. Follows all procedural and contractual considerations related to the official use of University of Delaware keys. Assumes financial responsibility for charges resulting from lost keys.

• Effectively represents the Graduate Student and Family Housing Agreement as well as the University of Delaware Code of Conduct and other pertinent policies and procedures related to student life in the Conover apartments.

• Manages all check-in and check-out procedures, including the scheduling of meetings, distribution of keys, building access cards, and welcome packets. Must be available for weekend and evening check-ins and coverage over University break periods. Inspects units prior to arrival and immediately after departure of tenants. Recommends damage billing and authorizes return of deposit. Schedules cleaning and repair of empty apartments.

• Conducts required inspections of apartments/rooms and public areas for maintenance, safety and housekeeping conditions. Reports violations, facilities concerns, and follow-up on deficiency correction. Maintains facilities and furnishings conditions reports.

• Coordinates apartment/room changes in conjunction with appropriate Residence Life & Housing personnel. Processes key core and key access card changes. Keeps accurate records and updates appropriate office personnel as necessary.

• Works cooperatively with the Maintenance Manager and Custodial Manager to resolve maintenance, security, and housekeeping concerns. Schedules fire drills with the appropriate Environmental Health and Safety personnel.

• Keeps residents informed of necessary information by creating and posting signs, maintaining bulletin boards, and sending out e-mail messages. Provides written notice to residents concerning on-going maintenance or other issues which arise.

• Distributes campus mail daily and forwards other mail as necessary.

**Project management:**

• Under the direction of the Residence Life and Housing Student Engagement Coordinator, provide assistance with Student Engagement initiatives and programs hosted at campus Engagement Centers
• Conduct assessment to determine the needs and satisfaction levels of Conover residents. Develop reports for presentation to the RL&H leadership team.

• Analyze student behavior incident reports to create a semi-annual trend reports. Prepare and present analysis reports.

• Gather information and conduct trend analysis reports related to students who have left campus housing and/or University of Delaware due to reasons other than graduation or study abroad during the academic year.

• Serve in a support capacity in coordinating numerous environmental sustainability initiatives such as the Green Room Challenge, Recyclemania, and related programs. Produces annual reports on department sustainability efforts.

• Maintain 10 scheduled and published office hours at Residence Life and Housing Engagement Centers or main office (as directed).

• Attend and contribute to fall Resident Assistant training in August as well as training during the academic year.

• Assist with opening weekend logistics, major programs, and move in processes.

• Assist with summer conferences including summer session move-in and move out weekends.

• Participate in all department-wide staff recruitment, selection, and training activities.

Qualifications:

Graduate Assistants must be full-time, matriculated students in a graduate program to be eligible for this, or any graduate assistantship. Additionally, the Graduate Assistant must meet all requirements of the University of Delaware Graduate Student Appointment and must abide by all policies and guidelines specified by the Office of Graduate and Professional Education: http://grad.udel.edu/policies/#fellowship-assistantship

The graduate assistant may not have any other University employment during the academic year and must reside in Conover Apartments for the duration of the academic year for which they are hired.

The Graduate Assistant should have:

• A genuine interest in and willingness to work with students.
• An understanding of student attitudes, concerns, and issues.
• Creativity and the capacity to successfully present through public presentations and publications.
• Demonstrated ability of organizational, computer and communication skills.
• Demonstrated ability to work independently and within group settings.
• Demonstrated ability to take the initiative in setting and achieving goals.

Successful candidates will have had experience in one or more of the following areas:

• Residence Life and/or housing
• Student leadership
• Campus housing
• Volunteer/Service projects
• Student Activities
• Campus Programming

The Graduate Assistant position will require evening and weekend commitments.

Compensation:
• A minimum stipend of $13,000 (2015-2016 amount)
• A 2 bedroom, furnished Conover apartment including utilities, wifi internet, and cable valued over $1000 a month
• Full standard tuition (both in-state and out-of-state) for the fall and spring semesters

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http://www.udel.edu/aboutus/legalnotices.html