

Graduate Coordinator for Housing Services and Residential Education 2020 - 2021 Contract

The Graduate Coordinator for Housing Services and Residential Education at Carnegie Mellon University will serve in a unique capacity providing experiences in both Housing Services and Residential Education throughout the two-year live-in position. The Graduate student will leave Carnegie Mellon University with essential skills in both Housing Services Administration and Residential Life.

Housing Services provides a variety of housing operations and facility services for approximately 4,000 on-campus students, faculty, and staff. The various styles of housing accommodations at Carnegie Mellon University include semi-suite, traditional, studios, and house style living.

The Office of Residential Education provides opportunities that emphasize community engagement, leadership, and social responsibility, while actively supporting the personal and professional development of students. To this end, we coordinate residence life for first-year, upper-class, and Greek students through our house model as well as offering graduate housing communities. Additionally, the Office of Residential Education coordinates a number of developmental programs, initiatives, and services for the broader campus community.

The Graduate Coordinator will be expected to complete 20 office hours per week throughout both academic years at Carnegie Mellon on our campus in Pittsburgh, PA. The supervision of the Graduate Coordinator will be shared by the Housing Operations Coordinator (year 1) and a Housefellow within the Office of Residential Education (year 2).

Year 1

Throughout the first year of the position, the Graduate Coordinator will work in Housing Services and manage the Desk Service Program for 20 hours a week. Desk Services consists of three neighborhood service desks staffed by student Desk Service Assistants. Desk Services provides customer service and resources to our campus community and residents. Duties of the first-year Graduate Coordinator managing the Desk Program are, but not limited to:

1. The overall operations of Desk Services
2. Supervise student Desk Service Managers (DSMs) and Administrative Desk Manager (ADM) which will assist in the management of Desk Services
3. Oversee the Desk Services Attendants (DSAs), who staff the neighborhood desks
4. Administer accountability meetings and have discussions regarding employee performance
5. Maintain the Desk Services online resources and website
6. Operate an annual budget for Desk Services
7. Conduct on-going assessment measures of the Desk Services program
8. Support and implement all staff trainings
9. Coordinate the desk staff hiring processes throughout the year and the rehiring processes at the end of the contract period
10. Participate in 24-hour on-call for emergency and after hours response as needed
11. Review and approve payroll bi-weekly in Workday™
12. Schedule and run weekly Desk Services Manager Meetings

13. Assist with the scheduling and creating agenda items for monthly home desk meetings for Desk Services Attendants (DSMs will run)
14. Oversee desk schedules, substitution of shifts, and special schedules for breaks
15. Inventory management at the service desks
16. Continue to find ways to serve and provide excellent customer service to campus constituents
17. Other duties as assigned

During the first year of the assistantship, the Graduate Coordinator may also assist with summer housing programs, opening of residence halls, front reception, emergency response, key access, winter break, Room Selection, closing of residence halls, and admissions events, all within the realm of Housing Services.

The term of this assistantship is 2-years in length, barring unsatisfactory job performance. The Graduate Coordinator will participate in a performance review process at the end of the first year.

Year 2

During the second year, the Graduate Coordinator position shifts to working 20 hours a week in the Office of Residential Education, serving in a Graduate Assistant Housefellow capacity for a housing community of undergraduate students. Responsibilities include, but are not limited to:

1. Provide day-to-day leadership for a residential house community
2. Training, supervise and support Community Advisor (CA) and Resident Assistant (RA) staff members
3. Develop and implement a vibrant house programming agenda that supports the Residential Curriculum and House Vision
4. Cultivate meaningful one-on-one relationships with house residents through daily presence in the house and intentional meetings
5. Respond to residents' personal or student conduct issues in consultation with supervisor
6. Respond to crisis and emergent student needs in consultation with supervisor
7. Coordinate house administrative processes

The goal of this Graduate Coordinator position is to provide a well-rounded experience in the area of Student Affairs. The partnership between Housing Services and Residential Education will provide an opportunity for this individual to gain experiences in both realms during their Higher Education program. Overall the position will provide transferable skills in Housing Services Administration and Residence Life, supervision, programming, technological resources, management, Student Affairs, and cross campus collaboration. The position will develop necessary core competencies and administrative skills fundamental and beneficial to an emerging Student Affairs professional. It is a live-on position within a Carnegie Mellon University on-campus apartment (subject to taxation). As mentioned before, this individual will be expected to respond to after hour emergencies and work responsibilities.

Compensation:

Compensation includes on-campus housing in a furnished, one-bedroom apartment, with all utilities included, on-campus parking (valued at \$1600), \$5,000 per semester towards tuition for the fall and spring semesters, a stipend of \$6,600 per academic year, and the option to request up to \$500 in professional development funding for the first year and \$1000 in professional development funding for the second year.

The graduate assistant will work approximately 20 hours per week over the course of the contract, with extra hours required during the months of August & May (During the month of August and the last two weeks of May, it is expected that the Graduate Coordinator will work up to 37.5 hours per week). Summer and break periods (Thanksgiving, Winter break, Spring break, etc.) are determined by Carnegie Mellon calendar dates and may not coincide with IUP's break periods.

This position will be begin on August 3, 2020 and end on May 31, 2022.

- *New Graduate Coordinators will have the option of moving into their apartment in July 2020 in exchange for 5 hours of work per week.*
- *The Graduate Coordinators can also maintain occupancy of their apartment during non-contracted summer months (June and July) between years one and two in exchange for approximately 5 hours of work per week.*

Participation in on-campus Professional Development is encouraged throughout the two-year assistantship.

To officially accept this position as described above, please sign below.

Signature

Printed Name

Date