

# Graduate Residence Coordinator – Housing Operations Position

## Loyola University Maryland Office of Student Life

### I. Qualifications

- A. Earned bachelor's degree and full-time enrollment in a graduate degree program at Loyola University Maryland.
- B. Strong organizational and interpersonal skills and the ability to interact with individuals from diverse backgrounds.
- C. Knowledge about various college student experiences and challenges.
- D. Strong leadership skills with the ability to motivate students.
- E. Ability to maintain confidentiality and sensitive information.

### II. Responsibilities

- A. General responsibilities
  - 1. Housing Operations GRCs should have a flexible schedule and be available for both daytime and evening hours.
  - 2. GRCs are expected to work approximately 20 hours a week to satisfy the requirements of the position. Maintain 15-20 of these hours in the Student Life office. This includes daytime and evening hours.
  - 3. Meet regularly with Assistant Director for Housing Operations to discuss specific job responsibilities.
  - 4. Maintain a presence on campus and in the residential area including weekends (in consultation with direct supervisor).
  - 5. Monthly update of central office bulletin board.
  - 6. Maintain Student Life Guest Apartment inventory and cleanliness as needed.
  - 7. Complete other duties as assigned.
- B. Support the Assistant Director for Housing Operations with Loyola Housing processes.
  - 1. Develop a working knowledge of the StarRez software system and participate in on-going training.
  - 2. Support the Office of Student Life in all room selection preparations including selection timeframes, roommate socials, room tours, and publicity.
  - 3. Assist Housing Operations with the University break period extension and early arrival processes including logging student requests, communicating with departments that utilize extensions, providing Student Life staff with break extension resources, and providing accurate roster information to campus partners.
  - 4. Assist in student housing changes including meeting with students, updates to the vacancy roster, and change notifications to students and staff.
  - 5. Collaborate with Housing Operations to coordinate hall openings/closings and damage billing.
  - 6. Assist in the oversight of special interest housing.
- C. Support the Assistant Director for Housing Operations with Residence Hall key management.
  - 1. Perform weekly key box audits and follow up with students and staff with identified needs.
  - 2. Manage lock out, loaner keys, and key return processing, tracking, and filing for central office/residence hall areas.
  - 3. Maintain tracking and ordering of keys for rooms that need to be re-keyed as lost keys are reported.
  - 4. Inform Assistant Director for Housing Operations of key billing needs.
  - 5. Assist with key preparation for semester hall openings.
- D. Assist with departmental marketing & communications.
  - 1. Assist AD and Associate with managing departmental website.
  - 2. Manage Departmental Social Media Pages: Instagram, TikTok, Facebook, Twitter, etc.
  - 3. Help coordinate departmental newsletters and emails.
  - 4. Connect with Parents, Guardians, & Support Figures

## II. Responsibilities Continued

### E. Liaise with Office of International Programs

1. Act as an office liaison with Student Life and International Programs to support International Students living in the Residence Halls.
2. Plan social events and developmental programming that caters intentionally to International Student's needs.
3. Assist with the implementation of the Global Connections program including review of student applications, participation in interviews, and creating/distributing marketing materials.
4. Engage in consistent communication with International Students to promote Student Life processes, International Programs processes, and to act as an additional resource for this population of students.

### F. Promote and uphold the Community Standards and support campus safety.

1. Confront all inappropriate behavior and follow procedures for referral to the student conduct process.
2. Serve as a conduct officer and adjudicate violations of the Community Standards.
3. Provide guidance and support to the Resident Assistant Staff in upholding policies.
4. Serve in the 24-hour on-call rotation. This requires carrying a departmental cell phone and responding to all emergencies.
5. Be available in times of campus emergencies.

### G. Assist with the administrative processes of the department and residential area

1. Participate in residence hall openings and closings which includes break periods throughout the academic year.
2. Conduct and/or facilitate regular room inspections and assist with the damage billing process.
3. Support departmental processes including room selection and staff selection.

### H. Participate in staff trainings

1. Participate in August (fall semester) and January (spring semester) GRC staff training.
2. Engage in monthly in-services and GRC staff development activities.
3. Attend, facilitate, and support all RA trainings throughout the year.

## III. Terms of Employment

- A. The Graduate Residence Coordinator employment period is for the entire academic year starting on August 16<sup>th</sup>, 2021 and ends May 27<sup>th</sup>, 2022. GRCs work on average 20 hours per week not including on-call duty coverage.
- B. GRCs must fulfill all responsibilities outlined in this document and in the contract. Failure to meet any of these responsibilities will result in job action.
- C. GRCs are expected to adhere to all University policies. Any violation of University policy shall result in probation or termination of employment.
- D. The Office of Student Life must approve all extracurricular activities, outside employment, or non-credit internships in writing. In general, no more than 10 hours per week of these activities will be approved.

## IV. Remuneration

1. First year GRCs receive a partial tuition remission (\$2,700 per semester), furnished on-campus apartment with utilities, local phone, cable, and internet (valued at \$10,390), on-campus parking, and a stipend (\$1,610 per semester).

Returning GRCs receive a partial tuition remission (\$2,950 per semester), furnished on-campus apartment with utilities, local phone, cable, and internet (valued at \$10,390), on-campus parking, and a stipend (\$1,610 per semester).

*\* Pending building needs (construction, repairs, etc.), GRCs may be asked to move into temporary housing before the halls officially open or after the halls officially close.*

2. A small stipend (\$500 per year) is also provided on the Evergreen card which should be applied towards meals on campus.