Graduate Residence Coordinator – Desk 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. One semester of on-campus residence hall experience or ability to demonstrate an understanding of the unique aspects of the on-campus living experience.
C. Strong organizational and interpersonal skills and the ability to interact with individuals from diverse backgrounds.
D. Knowledge about various college student experiences and challenges.
E. Strong leadership skills with the ability to motivate students.
F. Ability to maintain confidentiality and sensitive information.

II. Responsibilities
A. General responsibilities
   1. 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.
   3. Meet regularly with Assistant Director for Housing Operations to discuss specific job responsibilities.
   4. Maintain up to 10 office hours per week. This includes daytime and evening hours.
   5. Maintain a presence on campus and in the residential area including weekends (in consultation with your direct supervisor).
   6. Participate in an area or departmental committee.
   7. Complete other duties as assigned.

B. Directly supervise 4 Desk Coordinators (DC) and indirectly supervise approximately 200 Desk Assistants (DA).
   1. Meet regularly with each DC
   2. Monitor and assist in addressing all safety concerns
   3. Appropriately address desk staff job performance.
   4. Assist in the management of the DC and DA employment process (recruitment, selection and termination) for all DAs and send all employment correspondence to DAs.
   5. Make regular visits to the desk and problem solve any safety or employment issues.
   6. Maintain schedule of all shifts.

C. Provide training and development for all desk staff.
   1. Update the desk manual to reflect expectations of the Office of Student Life.
   2. Facilitate desk operations training to all desk staff during training periods (Fall and Spring) and as needed.
   3. Hold DA in-services at least twice a semester for all desk staff workers.

E. 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.
      GRCs are on-call approximately one week and one weekend (Thursday through Monday) per semester.
   5. Be available in times of campus emergencies.

E. 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.

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

For more information, visit our website at:  
http://loyola.edu/campuslife/studentlife/about/gradcoordinator.html
III. Terms of Employment
A. The Graduate Residence Coordinator employment period is for the entire academic year starting on ____________, and ends ______________. 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 semester) is also provided on the Evergreen card which should be applied towards meals on campus.