

# **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.

### **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.