

Office of Residence Life Information and Administrative Operations Graduate Assistant

Position Title

Office of Residence Life Graduate Assistant for Information Systems and Administrative Operations

General Description

This is a part-time position for full-time graduate students. The Graduate Assistant for Information Systems and Administrative Operations is responsible for student facing module of the housing management system. This includes creating and updating templates for data collection and analysis, assignment of students to residential spaces. Assist with check-in, room changes, break housing notifications and other duties as assigned. The primary function of this position is to help maintain the data management system used to support the residential operation. This position contributes to the creation of community and personal development of students living in the residential communities.

Specific Responsibilities

- Develop a thorough knowledge and understanding of Office of Residence Life and assist in sharing this information with relevant stakeholders.
- Have the technological knowledge of MS Access, MS Excel, Database Management and SQL.
- Update the residence life housing portal with day to day changes.
- Collaborate with other departments regarding bed spaces required for special populations i.e., athletic teams, learning communities, new and returning students, guest and emergency housing.
- Foster a supportive and challenging multi-cultural environment through the use of social media, and other efforts.
- Assist students with contract submission.
- Create, monitor and maintain waitlist for room reassignment.
- Coordinate and facilitate the early arrival check-in process for international students.
- Coordinate and help facilitate special departmental programing initiatives i.e., Carpe Diem, and other late night events.
- Support, communicate, enforce and abide by all University and Department policies, procedures and regulations.
- Be knowledgeable of and prepared to implement emergency response and other life safety protocols as outlined by the department.
- Other duties as assigned by supervisor.

I. Information and Operational Functions

- A. Supervisory Relationship
 1. Communicate to Coordinator for Administrative Operations on a regular basis with regard to module updates, assignments, roommate conflicts or other issues.
 2. Communicate critical or emergency concerns immediately.
- B. Operational Responsibilities

1. Assist the central office in the administration of a comprehensive reception, service, and move-in operation for residential students.
 2. Promote the development of a welcoming and inclusive student-centered service operation.
 3. Support the mission and all policies and procedures of the department and the university.
- C. Facilities Responsibilities
1. Coordinate the dispersal of keys and check-in information to students. Report issues or maintenance needs of rooms and public areas to Facilities Management personnel and/or Assistant Director for Facility Operations. Follow up as needed.
- D. General Responsibilities
1. Attend regularly scheduled Residence Life staff meetings.
 2. Establish and maintain 20 weekly scheduled office hours during the day.*
 3. Perform other duties as assigned by the Coordinator for Administrative Operations, Associate Director for Facilities Operations, or Director of Residence Life.
- E. Technical Responsibilities
1. Create custom reports using Telerik and templates.
 2. Write query to generate reports in ACCESS and Mercury
 3. Create, Update, and do relevant changes in databases using SQL.

II. **Requirements & Compensation**

- A. Qualifications
1. Graduate GPA of 3.5 (from 9 graduate hours)
 2. Admitted to Southeast's graduate school and enrolled in a graduate course of study
 3. Interest in working with students of diverse educational, racial, ethnic, and cultural backgrounds.
- B. Tuition & Stipend provided
1. Tuition for 24 credits (9-fall, 9-spring, 6-summer)
 2. \$8,467.20 annual stipend
- C. Housing
1. Apartment in the residence hall (if desired)
- D. Meal Plan
1. 5-meal plan per week
- E. Other Benefits
1. Parking near your place of residence

*Schedule will be amended during opening and closing weeks and late night events.