

**UNIVERSITY OWNED HOUSING**  
**Goshen, Tyson, Schmidt, Killinger, South Campus Apartments**

**Live - IN Graduate Assistant Job Description and Expectations**

**OFFICE OF RESIDENCE LIFE AND HOUSING SERVICES**

The Graduate Assistant (GA) position is a **25-hour per week** live-in commitment within an assigned residence hall for a full academic year and has the main responsibility for Front Desk Operations. The GA is supervised by the Resident Director of the assigned building. The GA in Killinger will be supervised by the Graduate Hall Director and the Director of Residence Life.

**RESPONSIBILITIES**

**SUPERVISION: Desk Assistants**

- Responsible for selecting, training, scheduling, supervising, and evaluating of all Desk Assistant (DA) staff, with advisement from the RD/GHD and approval from the Director for Residence Life.
- The GA is to hold a minimum of two DA staff meetings per month.
- The GA will assume responsibility for all front desk operations which includes scheduling, disseminating refunds and paperwork involved with that process and maintaining accurate information regarding the logs and packages, keys and other building resources.
- The GA will keep constant communication with Canteen and Caleco when dealing with Vending Machine and Laundry Machine issues.

**STAFF AND OTHER MEETINGS / TRAINING SESSIONS**

- Attend and assist the RD in the facilitation of weekly Resident Assistant staff meetings.
- Attend all monthly divisional meetings
- Attend mandatory in-service training sessions.
- Attend training sessions prior to the opening of the residence halls for each semester.

**PROGRAMMING**

- The GA is to assist the RD/GHD with programming. It is the RDs/GHDs responsibility to enhance the learning environment of the residence hall. The GA **can** assist by serving in a coaching capacity to student leaders and organizations. This can be best accomplished by providing guidance and training to help student leaders and student groups to better plan, develop, implement, and evaluate their programs.
- The GA is to Assist the RD/GHD in developing and coordinating programs for their respective hall with advice and assistance from staff, students, and hall government
- The GA is to encourage student involvement and participation in programming, hall government and other student organizations.
- The GA is to assist the RD/GHD with all other programming and work with RD to complete all administrative paperwork regarding the Ram Success Development Program Model.

## **ADMINISTRATIVE DUTIES**

- The GA is to Act as Assistant Facilities Administrator for the respective hall by assisting the RD/GHD in all aspects of the building's housing operation: opening, closing, room changes, etc.
- The GA is to keep the RD/GHD aware of all desk shift changes as they pertain to what hours a staff member should be compensated.
- The GA is to submit weekly report to the RD/GHD every Friday by 10 am.
- The GA is to perform other duties as assigned by the RD/GHD (first approved by Director of Residence Life).

## **STUDENT CONDUCT ENFORCEMENT**

- The GA is to consistently enforce University and residence hall regulations within the hall through limited counseling, educational discipline, and effectively following University conduct policy.
- The GA is to adjudicate judicial cases as assigned by the RD/GHD or the Director of Student Conduct. These cases will be divided equitably between the RD/GHD and GA. The GA skill level will be taken into consideration with conduct case assignments.
- The GA is to assist the RD/GHD with training of staff in judicial procedures.

## **OFFICE HOURS**

Graduate Assistants are expected to establish a schedule of twenty (21) office hours per week, in their respective building (Monday - Friday) in order to complete Residence Life and Housing Services related work and to be available for students. In addition, (2) hours will be done in 202 Lawrence Hall. The final two hours will be served for staff meeting time.

## **GENERAL DUTIES**

- Present various programs with upcoming student leaders in the university community.
- **Advise** and counsel students on academic and personal concerns.
- Assist in the advisement of the building's hall government (with the RD/GHD) in the development and implementation of programs for the residence hall.
- Other divisional responsibilities (commitment to other departments).
- The GA is to meet with students who consistently lock themselves out of their living space and offer solutions to ensure that it occurs less frequently.

*West Chester University is an Equal Opportunity / Affirmative Action Employer*

## **LIVE – IN Graduate Assistant EXPECTATIONS**

### **PROFESSIONALISM**

- Graduate Assistants (GAs) are paraprofessional residence hall staff members who are responsible for numerous tasks, especially those in their assigned building. You will have an impact upon individual students, student groups, Resident/Desk Assistants (RAs/DAs), colleagues, and other members of the University community.
- The GA shall represent and support other staff members regarding policies, programs, and professional duties. In the absence of the Resident /Graduate Hall Director (RD/GHD), the GA shall assume the responsibility of the RD to the fullest extent possible with direct supervision from the Director of Residence Life and the Director of Housing Services.
- Your position makes you very visible to students. Consequently, students will observe your day-to-day activities. Please be cognizant that you are a role model to students and should not engage in behavior that would jeopardize the professional relationship or the integrity of the position (i.e. dating staff members / resident use of alcohol, etc.).
- As a staff member, you should channel your questions, concerns, or problems to the Director of Residence Life and your direct supervisor.
- Professional causal is an expectation. Please be mindful that you will be interfacing with parents and other university administrators.

### **COMMUNICATION**

- You should plan to communicate with your RD/GHD on a daily basis.
- Your written communication in all aspects of your job should be at an advanced level. Please DO NOT write as you speak.
- Always be courteous when communicating with other University departments or community members.
- Often times the information shared in discussions or written materials is confidential and should not be shared with others. If in doubt about the confidentiality of information, please ask.
- In emergency situations, you should contact your RD/GHD immediately (day or night). In the absence of the RD/GHD, contact the RD on – Call.
- Please communicate any concerns you have with your job responsibilities and expectations to the Director of Residence Life as soon as you become aware.
- Please be mindful that you may not have all of the information pertaining to certain situations. It would be helpful to not gossip or communicate inaccurate information among staff. Please bring your concerns to the Director who would be able to assist you in finding resolution.

### **STUDENT CONDUCT CASES**

- As a Graduate Assistant, you are a University hearing officer and as such, should approach all conduct matters from a developmental perspective.
- You are expected to assist students and the RD/GHD in responding to inappropriate student conduct and, if necessary, make referrals to the proper agency or individuals.

### **AVAILABILITY**

- It is the GA's obligation to be accessible. This means being frequently available in the building. More importantly, it means being receptive and sensitive to students and staff when they approach you with a problem, idea or conversation.
- You are required to be on campus two weekends per month. The two weekends away should be communicated with the RD/GHD in advance.
- You should try to eat as many meals as possible in the dining hall (this includes weekends).
- Your schedule is flexible. Be prepared to be available upon request, during emergency or unique circumstances.
- Should the university be closed for inclement weather, as a LIVE – IN staff member you are required to be available.
- While you are to be available, it is important to remember to have a private life outside of the residence hall. It is the expectation that you uphold university policy when choosing activities that are held on and off campus. Please remember that you are considered a professional of this campus and any actions foreseen by Resident Assistants, the residents of the campus halls, and any other students will reflect this department.

### **PERFORMANCE APPRAISAL**

- Informal verbal evaluation of your performance will be provided by your RD/GHD.
- Formal written evaluations will be held once a semester with your RD/GHD or as needed.

### **WORKERS' COMPENSATION and UNEMPLOYMENT**

- In the event of a work injury, it is your responsibility to immediately report the injury to your employer/supervisor. More information can be found on the WCU Human Resources website.
- GA's are not eligible to collect unemployment. It is not taken out of your stipend therefore you should not apply to collect it.

### **ALCOHOL**

- Alcohol may not be consumed within the confines of your apartment/room. All graduate employees are expected to abide by all University and Housing policies. No smoking, alcohol, or candles. Microwaves are permitted. All GA's are required to follow the guest policy

### **BOUNDARIES**

- It is extremely important as a graduate student and a professional that you implement the difference between being a graduate student and an undergraduate student. There is a certain demeanor that you are to uphold while being a student and employee of this university and department. You must set a

boundary for yourself and maintain appropriate behavior at all times. This includes activity within the residence hall, on campus, and also anywhere off campus in West Chester.

### **OUTSIDE COMMITMENTS/ACADEMIC OBLIGATIONS**

All outside commitments (internships / practicum, outside employment, or student teaching) must be discussed with the RD/GHD **and** the Director of Residence Life prior to the acceptance of these assignments / positions. In addition, any outside employment cannot exceed more than ten hours a week. This employment must be approved by the Director of Residence Life.

**DEPARTMENT EXPECTATIONS WILL BE ESTABLISHED DURING TRAINING**