

## Campus Living Facility Services (CLFS) Graduate Assistant POSITION DESCRIPTION 2025-2026

### Department Overview

Campus Living (CL) at Northern Arizona University houses 8,200 students and staff in 17 campus living communities (CLCs) across 22 Campus Living Communities (CLCs), including traditional, suite, and apartment communities. Our departmental mission and four foundational value areas work in concert to provide an intentional, comprehensive, and expansive lens guiding all we do and how we do it. Through our values, we ground our approach, priorities, decisions, interactions, services, staffing, resources, processes, policies, reflection, and navigation of complex situations.

Campus Living [Mission Statement](#):

*"We create a welcoming and vibrant campus living experience where students connect, explore and belong."*

Our four [foundational value areas](#):

- Care and Support
- Community and Connectedness
- Equity and Inclusion
- Learning and Development

We value and honor diverse experiences and perspectives and are [committed to fostering inclusive communities](#) where individuals feel valued, safe, and understood. To promote the success of students, staff, and faculty, we strive to learn about individual and shared human experiences, while advocating for the respect and inclusion of all identities.

### Position Summary

The Campus Living Facility Services (CLFS) Graduate Assistant is a 20-hour average/week, academic-year live-on position, reporting directly to the Housing Assistant Manager in the CLFS area. This role supports students, staff, and the department in advancing our mission and foundational value areas through effective and intentional leadership and project management.

As part of the Campus Living Facilities (CLF) team, the CLFS GA co-supervises the Campus Living Facility Assistants (CLFAs); develops and manages facilities projects; and act as a mentor, trainer, and leader amongst the student CLFA staff.

Working directly together with the Campus living Community (CLC) staff and the Campus Living Initiatives and Partnerships (CLIP) staff, the CLF staff help to implement and promote strategic facilities improvements and processes.

### Job Functions and Duties

#### Staff Supervision and Development – 50%

- Co-Supervise approximately 15-25 Campus Living Facility Assistants (CLFAs)
- Meet regularly with supervisor and CLFS team to strategize on the support and development of CLFA staff.
- Work with staff members individually through meetings/interactions, and as a team during scheduled staff meetings, to encourage growth and development.
- Provide staff ongoing positive and constructive feedback through observation and real time interactions in the field and around the Campus Living Warehouse.
- Participate in departmental staffing efforts, including inclusive, intentional and comprehensive recruitment, selection, onboarding, and training processes.

- Collaborate with the Housing Assistant Manager to facilitate staff meetings and participate in centralized staff meetings.
- Assist in facilitating departmental student staff training and specific CLFA training sessions.
- Organize and facilitate staff development activities to promote a strong sense of team and support.
- Approve payroll hours completed by each CLFA following university and department guidelines and schedules.
- Assist with the recruitment, hiring, onboarding, and training of CLFA staff.

#### **Administration, Operations and Departmental Engagement – 25%**

- Communicate regularly with supervisor and Housing Manager as needed to provide accurate, timely, and detailed information.
- Utilize software to manage student employment, student assignments, reporting etc.; become proficient with primary management systems including StarRez, Shiftboard, WebTMA, etc.
- Manage job applications in StarRez Employment/OnBase.
- Assist with onboarding of employees, including security access, BBLearn, card access, etc.
- Assist in managing training courses in Blackboard Learn and daily resources on various platforms.
- Assist in scheduling and Shiftboard management.
- Assist with the planning of semester transition (opening/closing).
- Respond promptly to emails from staff members and community members.
- Attend scheduled weekly departmental meetings and other designated staff meetings, workshops, and developmental opportunities.

#### **Planning, Process Development, Warehouse and Inventory management – 10%**

- Identify opportunities for growth within the department and assist with planning improvement processes.
- Assist with presenting information about the Campus Living Facilities at department and University wide events.
- Assist with daily management of the Campus Living Warehouse and inventory of physical property.

#### **Student Support and Crisis/Critical Incident Response ~ 10%**

- Provide on-call response during pre-scheduled shifts including some designated weekdays, weekends, and holidays. Consult with Manager On-Call for high-level situations involving students and follow up with community staff accordingly.
- Address emergency and crisis situations appropriately as they arise and work to mitigate community impact.
- Provide support, guidance, and appropriate referrals for community members in need of professional services and resources; be knowledgeable of campus and community resources.
- Apply conflict resolution skills when responding to students in crisis, roommate conflicts, student concerns, etc.
- Understand and enforce the policies and procedures of the NAU Student Code of Conduct and Campus Living Community Policies; lead with care and an educational focus on student behavior, individual and community impact, and student learning.

#### **Other – 5%**

- Other duties as assigned.

### **Qualifications**

- **Minimum:** Bachelor's degree and acceptance into a NAU graduate program that allows completion of all duties and responsibilities outlined in this position description.
- **Preferred:** Housing, Facilities, or other student affairs experience.

### **Graduate Program of Study**

In support of our department's [foundational value areas](#), and to further the depth and breadth of our collective lens that guides our work, Campus Living recruits and hires graduate students from a variety of programs of study, including doctoral students:

- For those pursuing a career in Student Affairs, CL collaborates directly with the [M.Ed. Counseling – Student Affairs Program](#) to provide a comprehensive and foundational experience to help prepare emerging professionals in CL and all other areas of Student Affairs.

- For those pursuing other career fields, CL positions provide a robust opportunity to develop relevant and transferable skills. Students who see valuable connections between the Graduate Assistant position responsibilities and their field of study are also encouraged to apply.

## Knowledge, Skills, and Abilities

- Effective oral and written communication skills.
- Knowledge of administrative practices; organizational, time management, and prioritization skills.
- Ability to work independently and meet multiple task deadlines.
- Ability to establish and maintain effective student and staff relationships.
- Understanding of and commitment to a diverse campus community; ability to communicate effectively with individuals from a [variety of diverse backgrounds](#).
- Active listening skills.
- Strong leadership practices.

## Remuneration and Benefits

- Stipend of \$18,000 for 10-month academic year appointment (paid bi-weekly, same amount regardless of number of hours worked, including paychecks over the breaks and peak time during the year)
- 100% tuition remission during the fall and spring semesters (excluding any university and program fees)
- Health insurance - [major medical healthcare plan](#)
- Furnished one-bedroom apartment on campus, located in one of the Campus Living Communities (CLCs) or designated staff housing community.
- Partial meal plan that includes 50 meals/semester and \$600 dining dollars/semester (available when campus dining is operating)

Information from the Office Graduate and Professional Studies regarding tuition waivers and graduate assistantships can be found at <https://nau.edu/graduate-college/graduate-assistantships-tuition-waivers/>

## Terms of Appointment

### Enrollment

- Employment is contingent upon admission to the Graduate College and acceptance into a graduate program at NAU.
- As a condition for retention in the role, the Graduate Assistant must meet the NAU Office of Graduate and Professional Studies requirements for continuation in their graduate program.

### Period of employment

- Employment period is from July 15, 2025 through 5:00 pm on May 11, 2026.
- GAs are released for the semester at 5:00 p.m. on December 15, which is the Monday following Finals Week in December and expected to return to work on Thursday, January 5, 2026.
- GAs are off contract during specific dates of the Thanksgiving holiday (Thursday through Sunday), Winter Break, and Spring Break.
- All GAs are hired under a provisional contract that carries a probationary period during their first semester.
- Per the Office of Graduate and Professional Studies, Master's students are not granted assistantships for more than two years. Doctoral students may ask for extension to continue as a graduate assistant beyond the two-year period.
- Summer employment opportunities with Campus Living may be available but are not guaranteed.

## Work Hours

- This position is part-time, approximately 20 hours/week on average.
  - [NAU GA Handbook](#): In setting their work schedule, graduate assistants need to be aware that, even though specific duties may sometimes require working more hours per week than an appointment specifies (e.g., during finals week when tests must be graded and grades submitted by a deadline), total hours should balance out over the appointment period. The total stipend is divided into two-week pay periods between the appointment dates.
  - GAs continue to receive a bi-weekly paycheck over breaks when off contract.
- Peak times that will require 40 hours/week:
  - July/August staff training (approximately 40 hours/week)
  - Fall/Spring opening of the CLCs prior to classes beginning (approximately 40 hours/week)
  - Fall/Spring closing of the CLCs at the end of each semester (approximately 40 hours/week)
- The GA position includes evening and weekend commitments such as:
  - Weekly staff meetings
  - Scheduled on-call shifts
  - Opening/closing periods
  - Departmental/University Events: The Letters, Labor Day, Homecoming, and MLK, Jr. Day,
  - Staff interview days

## Policies

- Graduate Assistants are responsible for adhering to the policies of Campus Living, Office of Graduate and Professional Studies and Northern Arizona University.
- Affiliate Policy: GAs may request an affiliate, a person who is 18 years of age or older, to live with them. The term "affiliate" may encompass a variety of relations to the staff member including but not limited to partner, spouse, parent, etc. Approval for affiliates over the age of 18 is contingent on completion of a background check. GAs may also request affiliate status for dependent minors to live on campus with them.
- CL Responsible Pet Ownership Policy and Agreement: full-time and graduate staff are allowed to own and house pets in staff apartments provided the appropriate steps for approval are taken, and conditions of the pet policy are met.

## Background Checks

- All employment offers are contingent upon a criminal background investigation, employment history investigation, and a fingerprint check.
- A criminal record with misdemeanors does not automatically disqualify a candidate from eligibility for employment with Campus Living.

## Hiring and Onboarding Process

- Employment offers will be made between June 1<sup>st</sup> and June 30<sup>th</sup>.
- Candidates have 5 business days to accept or decline their offer. After the 5 business days, the department may rescind an offer of employment if the candidate has not responded.
- After accepting their offer, GAs can expect some communication from the department prior to their official start date. Communication will take place via email and phone and will serve to coordinate move-in logistics, complete hiring paperwork, and address any questions or concerns the GA may have as they are transitioning into their role.

If you are an individual with a disability and need reasonable accommodation to participate in the hiring process, please contact [Disability Resources](#) at 928-523-8773 or DR@nau.edu.

Northern Arizona University does not discriminate on the basis of sex, race, color, age, national origin, religion, sexual orientation, disability, veteran status, gender identity and expression, genetic information, or other legally or policy protected status, in the university's services, educational programs, and activities, including but not limited to, admission to and employment by the university. As a federal contractor, the university is committed to affirmative action in employment for women, minorities, individuals with disabilities and covered veterans.