

**Housing Operations Graduate Assistant
Position Description**

Overview

This position will work closely with the Program Coordinator, Senior for University Housing to support Front Desk Operations in the residence halls. This role will co-supervise student Desk Managers and functionally supervise Desk Assistants and University Housing Assistants while also supporting University Housing staff with assignments and occupancy management.

Supervision

- Recruit, hire, train and evaluate 8-10 student Desk Managers and functionally supervise approximately 120 Desk Assistants and 30 University Housing Assistants
- Assist with facilitation of desk staff trainings, staff meetings and on-going professional development
- Conduct bi-weekly 1:1 meetings with Desk Managers
- Review and approve payroll each week for Desk Managers, Desk Assistants and University Housing Assistants
- Conduct accountability meetings with staff members, documenting appropriate job actions as needed

Front Desk Management

- Monitor Front Desk schedules, assisting with finding coverage for shifts when needed
- Respond to emails from staff members and residents
- Manage the lost/RTS package and mail process, reaching out to mail carriers and residents to resolve issues when needed
- Assist in the evaluation and assessment process for all Desk Assistants, University Housing Assistants and Desk Managers each semester
- Serve as backup for University Housing reception desk in the University Housing Office, answering phone calls, responding to emails and managing walk-in traffic

Assignments/Occupancy Management

- Assist in managing COVID-19 quarantine/isolation processes, including room assignments, room readiness, package/meal delivery logistics and linens
- Manage room keys for residents in quarantine/isolation spaces, including placing keys in empty rooms prior to arrival and ordering new keys when necessary
- Assess/report damages and submit maintenance/custodial needs after residents check out
- Report safety concerns and facility issues to the appropriate University officials
- Coordinate with Facilities and Custodial staff about vacant rooms, update spreadsheets as needed

Software Knowledge & Administration

- Manage Shiftboard (adding new employees, removing old employees, assisting with scheduling issues, approving shift trades)

- Manage job applications in StarRez Employment for multiple positions
- Assist with resource clean-up, key audit clean-up and reports in StarRez
- Assist in managing training courses for desk staff in Blackboard Learn
- Edit/Update the HRL Front Desk Website as needed

Reports to

Program Coordinator, Senior for University Housing

Qualifications

Bachelor's degree and acceptance into a NAU graduate program that allows completion of all duties and responsibilities outlined in this position description.

Timeline of employment: October, 2020 - May, 2021

Remuneration:

- Pay Rate: Stipend of \$14,000
- Full Tuition Benefits
- Health Insurance (will begin in the Spring, since the deadline has passed for Fall 2020)

An on-Campus furnished apartment is available if needed, the value of the apartment is considered taxable income and will be reported to human resources. Living on-campus is not required for this position.

Interested Candidates should apply on Handshake by October 23, 2020. For any questions, please email Program Coordinator, Senior Michelle DiPasquale at michelle.dipasquale@nau.edu.