

**Campus Living Community (CLC) Graduate Assistant
POSITION DESCRIPTION
2023-2024**

Department Overview

Campus Living (CL) at Northern Arizona University houses 7,800 students and staff in 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 Community (CLC) Graduate Assistant is an academic-year live-in position, reporting directly to a CLC Coordinator and responsible for helping with the overall management and daily operations of a campus living community (CLC) housing approximately 550 – 780 Community Members.

The CLC GA position supports students, staff, and the department in advancing our mission and foundational value areas through participation in staff supervision, resident engagement, operational processes, and attention to community facility needs. In collaboration with the CLC Coordinator, the Campus Living Initiatives and Partnership (CLIP) staff, and the Campus Living Operations (CLO) staff, the CLC GA helps to implement a Community Engagement Plan that reflects current student development needs and trends, contributes to diversity and inclusion efforts, and supports the mission and values of CL and Northern Arizona University.

Job Functions and Duties

Staff Supervision and Development ~ 30%

- In collaboration with the CLC Coordinator, supervise a proportionate number of Campus Living Community Assistants (CAs) ranging between 11-17 CAs.
- Meet regularly with CLC Coordinator to strategize on the support and development of CA staff, assess and discuss community trends, share operational information, and connect classroom learning to the GA position.
- Work with staff members individually through regular one-on-one meetings/interactions, and as a team during weekly staff meetings, to encourage growth and development.
- Provide staff ongoing positive and constructive feedback including two evaluations over the course of the academic year to measure success and growth in the Community Assistant position.

- Participate in departmental staffing efforts, including inclusive, intentional, and comprehensive recruitment, selection, onboarding, and training processes.
- Assist in facilitating departmental student staff training and specific CLC training sessions.
- Collaborate with CLC Coordinator to facilitate staff meetings and participate in centralized staff meetings and in-services. Staff meetings occur each Wednesday from 7:00 p.m. - 9:00 p.m.
- Organize and facilitate staff development activities to promote a strong sense of team and support.

Administration, Operations, and Departmental Engagement ~ 25%

- Communicate regularly with supervisor and Assistant Director (AD) as needed to provide accurate, timely, and detailed information, and to keep supervisor informed of situations occurring in the campus living community.
- Attend scheduled weekly departmental meetings and other designated staff meetings, workshops, and developmental opportunities.
- Assist with opening and closing the CLC at the beginning and end of each term transition; submit end of semester reports.
- Assist with coordination of operational functions including student check-in/out, key/access card oversight, emergency room assignments, community transfers, damage charge assessments, and term transition checklist items.
- Utilize software to manage occupancy, community resources, student engagement reports, student employment, facilities work orders, etc.; become proficient with primary management systems including StarRez, Maxient, and TMA.
- Review and collaborate with supervisor and AD to authorize expenditures for community engagement, community council, and staff development; ensure CL and NAU budgetary guidelines are followed.
- Tour and inspect facilities to ensure building security and safety. Provide input and feedback to CLC Coordinator and CL Facilities Coordinator related to facility improvements that address student needs and enhance the community living experience.
- Consider parents/guardians as partners in the growth and development of community members; within FERPA guidelines, provide timely follow up via email and/or phone with parents/guardians regarding their student concerns and experiences.
- Actively participate in one departmental committee per academic year.

Student and Community Development ~ 20%

- Interact and build rapport with community members from a wide variety of social backgrounds, providing them with personal and administrative support, with a commitment to help develop students.
- Develop an inclusive and welcoming environment for community members and staff; be aware of current events and issues which impact students coming from various backgrounds and experiences.
- Work with students to develop and maintain an atmosphere conducive to study and community living; encourage students to take responsibility for developing a communal atmosphere.
- Work with CLC Coordinator to implement determined priorities for the departmental community engagement framework supporting the intersection of academic, career, and social life for students in the CLC. Assist with creating, implementing, and assessing an engagement plan that targets student needs specific to the CLC.
- Collaborate with Campus Living Initiatives and Partnerships (CLIP) staff and campus partners to develop and implement programs and initiatives that support student success and provide targeted resources for CLC community members.
- Co-advise Community Council to coordinate an effective team and support leadership development. Attend Community Council Meetings as determined with CLC Coordinator.
- Attend Residence Hall Association General Council meetings at least once a semester.
- Participate as needed in departmental and university-wide programmatic initiatives, such as The Letters, Running of the Freshmen, Family Weekend, Homecoming, and Student Staff Kick Off Day.

Student Support and Crisis/Critical Incident Response ~ 20%

- 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 hall staff accordingly.
- Address emergency and crisis situations appropriately as they arise and work to mitigate community impact.
- In Collaboration with the Office of Case Management, Advocacy, Resources, and Essential Needs (CARE), 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 CL Standards of Residence; lead with care and an educational focus on student behavior, individual and community impact, and student learning.
- Serve as a hearing officer for CL and the Office of Student Rights and Responsibilities. Address inappropriate behavior of students incorporating a student development perspective and following due process; determine fair and appropriate educational sanctions; and complete appropriate documentation. Make conduct referrals as appropriate.

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 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)
- Partial meal plan that includes 50 meals/semester and \$600 dining dollars/semester (available when campus dining is operating)

Information from the Graduate College 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 Graduate College's requirements](#) for continuation in their graduate program.

Period of employment

- Employment period is from July 24, 2023, through mid-May 2024 (specific date TBD).
- GAs are released for the semester at 5:00 p.m. the Monday following Finals Week in December and expected to return to work the Monday the week prior to the start of classes. 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 Graduate College, Master's students are not granted assistantships for more than two years. Doctoral students may receive support as graduate assistants 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
 - Weekly Community Council meetings
 - Scheduled on-call shifts
 - Opening/closing periods
 - Departmental/University Events: The Letters, Labor Day, Homecoming, and MLK, Jr. Day,
 - Staff interview days
 - Student Staff Kickoff Day

Policies

- Graduate Assistants are responsible for adhering to the policies of Campus Living, the [Graduate College](#), 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 March and early April.
- In accordance with the National Council of Graduate Schools resolution, candidates have until April 15, 2023 to accept or decline their offer. After April 15, 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.