

Campus Living Operations (CLO) Graduate Assistant POSITION DESCRIPTION 2022-2023

Department Overview

Housing and Residence Life (HRL) 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.

Housing and Residence Life [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 Operations (CLO) Graduate Assistant is a 20-hour average/week, academic-year live-on position, reporting directly to the Housing Assistant Manager in the HRL Operations area. As one of two CLO GAs, this role supports students, staff and the department in advancing our mission and foundational value areas through effective and intentional operational processes and programs.

As part of the campus living operations (CLO) team, CLO GAs supervise Campus Living Operations Assistants (CLOAs) and Summer Housing Assistants; manage year-round front desk services; coordinate departmental representation at NAU Admissions recruitment and orientation events; assist with conference, workshop, temporary, short-stay and special program housing planning; assist with campus living assignments and occupancy management; and provide on-call response to resident concerns, emergencies and critical incidents in the campus living communities.

Working directly hand-in-hand with the Campus living Community (CLC) staff and the Campus Living Initiatives and Partnerships (CLIP) staff, the CLO staff help to implement a community and resident engagement (CARE) model in each CLC that reflects current student development needs and trends, contributes to diversity and inclusion efforts, and supports the mission and values of HRL and the NAU Strategic Roadmap.

Job Functions and Duties

Staff Supervision and Development – 35%

- Supervise approximately 5-10 Campus Living Operations Assistants (CLOAs)
- Meet regularly with supervisor and CLO team to strategize on the support and development of CLOA 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 including two evaluations over the course of the academic year to measure success and growth in the CLOA 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 CLOA training sessions.
- Organize and facilitate staff development activities to promote a strong sense of team and support.
- Approve payroll hours completed by each CLOA following university and department guidelines and schedules.
- Assist with the recruitment, hiring, onboarding and training of CLOA and Summer Housing Assistant (SHA) staff.

Campus Living Community (CLC) Front Desk Management – 25%

- Collaborate with CLIP and CLC staff in planning and facilitating the Welcome Jacks move-in assistance program and volunteers.
- Manage Shiftboard front desk scheduling system, including adding new employees, removing old employees, Monitor front desk schedules, assisting with scheduling issues, approving shift trades, and assisting with finding shift coverages when needed.
- Assist with resource clean-up, key audit clean-up and reports in StarRez; support desk staff in accurate room key tracking/auditing.
- Manage the lost/RTS package and mail process, reaching out to mail carriers, residents and other stakeholders to resolve issues when needed.
- Serve in the Housing and Residence Life and Campus Living Resource Center (CLRC) reception areas as needed, practicing excellent customer service answering phone calls, responding to emails and managing walk-in traffic.

Administration, Operations and Departmental Engagement – 15%

- Communicate regularly with supervisor and Assistant Director (AD) 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 and Maxient.
- Manage job applications in StarRez Employment for multiple positions.
- Assist with onboarding of employees, including security access to listservs, BBLearn, card access, etc.
- Assist in managing training courses in Blackboard Learn and daily resources on various platforms for all positions staffing the CLC front desks.
- Assist in auditing arrivals/departures to ensure accurate occupancy information for Housing and Residence Life across all types of housing (academic year, short stay, temporary, conference, workshop, and special program).
- Assist with the planning of semester transition (opening/closing) including fostering partnerships with University Transit Services, NAU Police Department, facilities staff, and other key stakeholders.
- Respond promptly to emails from staff members and residents.
- Attend scheduled weekly departmental meetings and other designated staff meetings, workshops, and developmental opportunities.
- Actively participate in one departmental committee per academic year.

Housing Representative for NAU Recruitment and Orientation Events – 10%

- In collaboration with NAU Admissions and Orientation staff, assist in planning housing representation for events such as Discover NAU, NAUsaidYes Days, Honors Days, Lumberjack Scholars Receptions, Admitted Student Receptions, and Orientation.
- Assist with presenting information about the Campus Living Experience at Admissions and Orientation events.
- Coordinate housing showcases/tours for NAUsaidYes Days and Upper-division open houses.
- Attend events, organizes expo display and respond to prospective student and parent questions.
- Work with operations staff to assist in preparation, maintenance and improvement of CLC show room and coordinate additional volunteer show rooms as needed for large events.

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 hall staff accordingly.
- Address emergency and crisis situations appropriately as they arise and work to mitigate community impact.

- Provide support, guidance and appropriate referrals for residents 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 HRL Standards of Residence; 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 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, Housing and Residence Life recruits and hires graduate students from a variety of programs of study, including doctoral students:

- For those pursuing a career in Student Affairs, HRL collaborates directly with the [M.Ed. Counseling – Student Affairs Program](#) to provide a comprehensive and foundational experience to help prepare emerging professionals in HRL and all other areas of Student Affairs.
- For those pursuing other career fields, HRL 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 \$16,000 for 10-month academic year appointment (paid bi-weekly, same amount regardless of number of hours worked, including paychecks over the breaks)
- 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 mid-July 2022 through mid-May 2023 (specific dates 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 Housing and Residence Life 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 require over 20 hours/week. The total stipend amount accounts for and includes these times. Peak times include:
 - 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:
 - Regular staff meetings
 - Scheduled on-call shifts
 - Opening/closing periods
 - Labor Day, MLK, Jr. Day, Homecoming, and Family Weekends
 - Staff interview days
 - Student Staff Kickoff Day

Policies

- Graduate Assistants are responsible for adhering to the policies of Housing and Residence Life, [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.
- HRL 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. Eligible Animals that may be approved include one cat OR one dog under 75 lbs.

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 Housing and Residence Life.

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, 2022 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.