Graduate Assistant
Housing and Residential Education (GAH)

To Apply: Complete the online application by January 15, 2019 for full consideration.

Position Detail
The Graduate Assistant for Housing (GAH) holds a 25-30 hour/week appointment with Housing and Residential Education, and must be enrolled in the Higher Education Master’s Degree Program. The GAH shares in the responsibility for the operations of all residence halls and Apartments community. The GAH assists in creating an environment which promotes academic success, personal development, and inclusive communities with an emphasis on social justice education. GAH will be directly supervised by the Assistant Director of Housing.

Required Qualifications
1. Candidates must have an earned Bachelor’s degree and admission/enrollment in the University of Denver Higher Education program.
2. A demonstrated commitment to diversity and social justice and equity.
3. Excellent organizational, planning, interpersonal and communications skills.
4. Ability to work independently and as a team member.
5. A genuine interest and satisfaction in working with students, faculty and staff.

Preferred Qualifications
1. Preference will be given to first year graduate students, but all students enrolled in the Higher Education program are welcome and encouraged to apply.
2. Interest, desire and/or experience in the field of housing and residential education or student affairs.

Summary of Responsibilities
There are unique aspects with the Graduate Assistant for Housing position at the University of Denver. The GAH is expected to fulfill the following responsibilities, in addition to others that may be assigned throughout the year:

Administrative
1. Maintain accurate budgeting system for desk budgets and oversee staff expenditures.
2. Responsible for the training, oversight, and follow up of mail and packages for all residential communities.
3. Train and coordinate all residence hall front desk operations.
4. Serve as a point of contact for all desk-related inquiries and issues.
5. Responsible for the coordination, hiring, and management of the Desk Manager, Assistant Desk Manager and Desk Assistants hiring processes for all residential front desks.
6. Hold a minimum of 20 posted office hours per week.
8. Responsible for overseeing StarRez issues, keys, users, and technological difficulties that impact front desk operations.
9. Approve and monitor biweekly Desk Manager Payroll.
11. Coordinate Desk Manager, Assistant Desk Manager, and Desk Assistant hiring process.
12. Assist with C-Cure and Blackboard security access systems.
13. Communicate with postal couriers about times and dates of operation throughout the year.
**Inclusive Excellence/Social Justice**

1. Actively commit personally and professionally to diversity, multiculturalism and social justice initiatives brought forth by HRE and the DU community.
2. Demonstrate an on-going commitment to the principles of multiculturalism and diversity through hiring practices, training and development programming, campus collaborations, and/or involvement and participation in university/divisional multiculturalism and diversity projects or initiatives.
3. Work with students to develop intentional, positive behavior, cognitive, and affective growth in the areas of diversity, multiculturalism, and social justice.

**Supervision**

1. Direct supervision of student staff Desk Managers and indirect supervision of Assistant Desk Managers and Desk Assistants.
2. Direct supervision of student desk staff and resident assistants during the winter break.
3. Create, implement and assess training for Desk Managers during the fall and winter quarters.
4. Follow all policies and procedures appropriately.
5. Assist, address and follow up on desk staff concerns in a timely manner.
6. Coordinate weekly team meetings with Desk Managers
7. Complete weekly one on one meetings with Desk Managers

**Facility Management**

1. Weekly follow-ups with Desk Managers about facilities/custodial/maintenance/ lock shop related to building issues.
2. Organize and facilitate good working relationships between facilities/maintenance/custodial/lock shop.
3. Serve at the liaison between facilities/maintenance/custodial/lock shop and the Desk Managers.
4. Review the work order tracking system for any overdue lock shop work orders.

**Departmental Duties**

1. Attend departmental meetings, assists in developing departmental goals and objectives, and participate in department initiatives as an active member.
2. Be involved in all activities related to student staff selection and training as well as professional staff selection and training.
3. Serve on weekly Administrator-on-call (AOC) duty rotation for DU students. The AOC must remain close to campus and can be reached 24 hours a day in order to respond to emergencies and/or requests for assistance. Follow designated procedures when consulting with Senior Administrator-On-Call.
4. Collaborate with other departments and offices on campus.
5. Demonstrate an on-going commitment to the principles of diversity, multiculturalism and social justice through hiring practices, training and development programming campus collaborations, or involvement and participation in university/divisional multiculturalism and diversity projects or initiatives.

**Professional Development**

1. Participate in professional staff training in early August before students arrive for fall quarter.
2. Participate in various retreats and professional development discussions that occur throughout the academic year.
3. Create training materials and coordinate workshops for Desk Managers and Assistant Desk Managers

Requirements

1. Be enrolled and maintain good academic standing in the Higher Education Master’s program throughout the course of employment.
2. No other employment may be held during duration of the GAH contract without prior permission from supervisor.
3. Breaks (winter, spring and summer) will require GAH oversight and presence. Time off during these breaks is at the discretion of your supervisor.
4. You may be required to be present on-campus or serve on-call during a national holiday.
5. Follow all University of Denver policies and procedures appropriately.
6. Work an average of 25-30 hours/week with increased workloads at the beginning and end of each quarter; The GAH position is 12-month contract starting August 1st, 2019.

Compensation

- $11,250 stipend per academic year, unlimited meal plan while classes are in session, furnished 1-bedroom apartment
- GAH’s will have a $12.00 per hour compensation for winter break months (during winter break) and summer months (June-August).