Hall Coordinator for Housing and Desk Operations

General Description
The Hall Coordinator for Housing and Desk Operations (HC) is a paraprofessional staff member who lives in the Meredith Willson Residence Hall and serves to provide administrative and operational support to the Office of Residence Life. The HC reports to the Assistant Director of Residence Life.

Primary Responsibilities

Administrative

- Participate in weekly staff meetings on Wednesday nights at 8:15PM – 9:45PM.
- Participate in bi-weekly one-on-one meetings with the Assistant Director/Director and provide regular email updates regarding situations in the hall with the professional staff members of the Office of Residence Life.
- Respond to any communication from the Assistant Director of Residence Life, Director of Residence Life, or Graduate Assistant for Residence Life within 24 hours.
- Participate in on-going training and staff development sessions throughout the year including:
  - Spring Orientation
  - Fall Training and New Student Move-in
  - Winter Training
- Participate in other School and building activities as assigned.
- Work four, one-hour desk shifts a week at minimum (you will be compensated for these hours via stipend at the regular student work study rate).
- Assist in the preparation of hall for opening, closing and transition, requiring you to arrive back from summer and winter breaks early (includes winter closing and spring closing).

Housing Operations and Desk Assistants

- Assist the Assistant Director in training and supervising 10-15 student desk assistants.
- Manage weekly shift scheduling for Desk Assistants, ensuring that the front desk is covered at all times, especially higher traffic times.
- Provide oversight for the resident guest request system.
- Assist in developing schedules for the 11th floor and 19th floor lounges.
- Help to coordinate departmental communications and marketing efforts around facilities and housing operations by composing and sending correspondence, preparing publications and promotional materials, writing and editing web content, and ensuring that student desk assistants are well-informed on housing processes, policies, and services.
- Perform administrative support as needed for scheduling appointments and meetings, reserving and checking-out equipment, answering phones, and answering routine questions from callers and visitors.
- Manage and facilitate community kitchen operations, including scheduling and leading kitchen orientation, managing kitchen cleanliness, and organization.
- Manage and facilitate laundry operations, including signage, cleanliness, organization, and coordination of end-of-semester donations.
- Work with the HC for Wellness and Community Development to plan two RA bonding events each semester in order to promote group cohesion.
- Manage suite cleaning supplies and the office supply closet, including ordering, replenishing, and developing inventory systems.
- Maintain the appearance and organization of the office and maintain cleaning, and craft inventory, replenishing as necessary.
• Provide support for and collaborate with the Director and Assistant Director on special projects and resolution of various facilities and maintenance issues.
• Other operations, housing, and facilities related duties as assigned.

**Crisis Response and Policy Enforcement**
• Know, communicate, enforce and abide by existing School and Residence Hall policies and procedures.
• Serve as a role model and be in good disciplinary standing with the school and the Residence Hall.
• Know School resources and make referrals to students as appropriate.
• Keep supervisor informed about all problems and concerns in residence hall and while on duty.
• Administer emergency well-being checks for residents upon request.
• Articulate the differences between confidentiality vs. privacy as it pertains to issues of Title IX.
• Maintain appropriate confidentiality while working in coordination with School staff.
• Write timely, clear, and concise, but thorough online incident reports when appropriate to document incidents occurring in the residence hall.
• Participate in the RA duty rotation, serving on call approximately 6 weekdays (Sunday-Thursday) per semester and 5 weekends (Friday and Saturday) per semester from 9pm until 9am the following morning.
• Utilize the protocol matrix and on-call staff manual to report incidents to the professional staff member on call as needed.
• Participate in on-duty rotational coverage during scheduled evenings, weekends, breaks, and holidays, including Thanksgiving Break and Spring Break.

**Time Commitment**
• **Availability:** Hall Coordinators are expected to be sufficiently available in the hall to respond to emergency situations that may arise. A staff member who is not on duty and who plans to leave the hall for more than a 48 hour period must notify and/or obtain permission from the Assistant Director. While on duty you are expected to be inside the building and completely available to respond to incidents as necessary.
• **Employment Period:** The standard employment period for the Hall Coordinator position is one academic year, from August (two weeks prior to the Residence Hall opening) to May (the day after commencement). Staff members are expected to report for training sessions prior to residence hall check-ins for both fall and spring semesters. The period of employment is contingent upon the successful completion of tasks, assignments and responsibilities and positive performance evaluations by the Assistant Director of Residence Life. Upon successful completion of the standard employment period, the Hall Coordinator may be considered to serve for an additional period. The Hall Coordinator position is a full-academic year position.
• **Work Load:** Hall Coordinators can expect to spend roughly 20 hours per week on work related to the residence hall and the role. These hours may be spent working with programming, facilities and operations assignments, staff meetings, one on one meetings, office hours, and duty. Please note that this is not an exhaustive list of all duties and responsibilities. The residence hall work environment does encounter peak times including opening, closing and transition periods. That said, some weeks more than 20 hours may be needed to complete necessary work. Duty rotation is excluded from this time estimate.
• **Meetings:** Hall Coordinators can expect to attend hall staff meetings each Wednesday evening from 8:15PM – 9:45PM. Additionally, Hall Coordinators are responsible for attending bi-weekly one on one meetings with the Assistant Director of Residence Life. These meetings are included in the 20 hour weekly commitment.

**Qualifications**
• Must be enrolled as a full-time student in a college division
• Must be in good academic and disciplinary standing with the school
• Previous RA experience is not required
• Must have experience living in a residence hall community
• Must have excellent crisis management and conflict resolution skills
• Must successfully complete the application and selection process
• Must display a commitment to community as a role model of good character, judgement, flexibility, responsibility, involvement and commitment to student life at the school

Remuneration
• HCs are compensated with a single room and full board plan.