



Division of Student Affairs

Position: Graduate Assistant for Residential Properties
Office of Residence Life, Division of Student Affairs

As a graduate assistant in the Division of Student Affairs, this job description denotes your primary responsibilities; however, the Division operates as a cohesive unit, and you may be asked to assist in other areas throughout the Division as necessary.

Description:

The Office of Residence Life seeks qualified graduate students for the position of Graduate Assistant for Residential Properties. Reporting to the Assistant Director of Residence Life, the GA for Residential Properties is responsible for day-to-day management of 76 apartments in the Grymes Hill complex residential and serving as an office staff member. The position requires on-call crisis response, staff supervision, problem solving, conflict management, and student development and outreach for the residential facilities. Closely complimentary to the educational outcomes of the Counseling program, the GA for Residential Properties position provides students in that program with a laboratory to test and refine their skills preparing them for a career in counseling.

Responsibilities include (but are not limited to):

Student Development

- Represent the residential properties and report out on student issues at weekly Student Concerns Committee meeting with University stakeholders from areas such as Counseling, Health, Residence Life, Advisement, Public Safety, Student Conduct, and Campus Ministry.
- Analyze current room inventory and seek to understand, match, and reassign students based on observed compatibility factors, student needs, department guidelines, and University resources in collaboration with St. John's Graduate and Law programs.
- Practice effective listening and communication skills when meeting with students and student staff.
- Demonstrate effective problem solving and referral skills in identifying student concerns, responding to student inquiries, advising and guiding students, monitoring student progress, and following up on student matters.
- Negotiate roommate mediation process with students and serve as a decision maker in the administration of the room change process when students demonstrate irreconcilable differences.

Staff Development & Training

- Present and participate in professional staff and student staff training including topics such as community development, peer helper training, gatekeeper training, diversity awareness, role play simulations, emergency/crisis management (including counseling and wellness), confrontation skills, and others.
- Assess student needs and trends and advise student staff in the development of interactive events and programs in accordance with department's programming model.
- Meet weekly with supervisor to provide status reports on students, communicate community concerns, and to receive and provide feedback.
- Meet individually with RA staff on a bi-weekly basis to provide leadership, supervision, and personal and professional development.

Crisis Response

- Serve in duty rotation as first responder to student and safety concerns.
- Respond to, refer, and document student incidents such as roommate conflicts, physical altercations, alleged sexual assaults, suicidal ideations, fire alarms, alcohol intoxication or medical transports, alcohol and drug violations within the halls, drug searches, maintenance concerns, and others.

Administrative

- Responsible for diverse population of over 250 students in four residential facilities.
- Administer room condition inventory process for residential properties.
- Utilize and practice effective time management and organizational skills in the administration and supervision of opening and closing of residential properties in August, January, and May/June.
- Day to day management of the residential apartments including facilities concerns, key system management, health and safety inspections, damage billing, etc.
- Assist with the housing selection process in collaboration with Assistant Director of Residence Life.
- Ensure compliance with FERPA, student confidentiality in the maintenance of student information and record keeping.
- Analyze and assess programs within Residence Life, including administration of the National Benchmarking survey (ACUHO-I) and annual Fall Survey (Care for Community) to improve student learning, program effectiveness, student satisfaction, and quality customer service.
- Assist in the production of office publications and mailings.
- Use Banner and StarRez systems which consists of accessing, updating, modifying, student information while maintaining confidentiality at all times of all information, and system process and procedures.
- Represent the Office of Residence Life professionally and ethically in dealing with students, staff, administrators, faculty, and family members.
- Other duties as assigned by Director of Residence Life or designee.

Qualifications

- Bachelors degree required
- Enrollment in a graduate program at St. John's University (Master's Degree in Counseling program is strongly preferred). The successful candidate will possess the cultural competency required to navigate a diverse student population (cultural, socioeconomic, religious, ethnic, sexual identity, etc.) in building a cohesive and respectful community.
- 20 hours per week in Residence Life Central Office during academic term. Position requires some evening and weekend hours.
- The GA for Residential Properties must reside in University housing.

Length of Assistantship: This position requires a commitment of 25 hours per week. The Graduate Assistant contract year runs from September through May and is eligible for renewal on a yearly basis. A separate contract or working arrangement may be available for May through August, and is subject to supervisor approval and budget allowance.