

## Graduate Hall Coordinator Job Description

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### **Position Overview**

The Graduate Hall Coordinator has primary responsibilities in Supervision/Advising, Student Success and Support, Building Management & Administration, and On-Call/Emergency Response. The Graduate Hall Coordinator is a member of the Residence Life Professional Staff and is supervised by a Residence Life Coordinator.

*Note:* Within University Student Housing, all positions are considered a part of the larger team. In the event of a vacancy, staff may be asked to fulfill a role or have other job duties added to their position to meet the needs of the students and the department. Every effort will be made to recruit and fill positions as quickly as possible to allow staff to return to the duties for which they originally were hired.

### **Essential Job Functions**

#### **Supervision/Advising (30%)**

- Provide direct supervision to assigned Community Advisor and/or Student Assistant staff within complex
- Recruit, train, develop and advise complex council members as assigned
- Provide programming oversight and event management for complex council events as assigned
- Provide indirect supervision, advising and accountability to complex staff, complex councils, and student organizations
- Utilize systems of accountability for staff processes, procedures, and departmental expectations; follow corrective action processes when necessary
- Participate in the recruitment, selection training and development of professional and paraprofessional staff
- Complete formal and informal feedback and evaluations of staff as requested

#### **Student Success and Support (30%)**

- Promote community development via building walkthroughs, residential curriculum, and visibility within the halls to foster student ownership and care of residential facilities
- Assist with the implementation of the Residential Curriculum within assigned area, including guidance of staff, completion of proposals, evaluations, and funding
- Conduct intentional and development conversations with residence hall students in relation to academics, mental health, student success, student behavior, etc.
- Support, provide guidance for, and implement the departmental customer service and student development model
- Collaborate with internal and external stakeholders regarding student and customer needs throughout the academic year and summer operations (if applicable)
- Serve as an internal stakeholder for departmental initiatives including, but not limited to Leadership and Academic Development and Student Support and Staff Operations.

#### **Building Management & Administration (30%)**

- Administer budget responsibilities for assigned functional area, including management of departmental pcards, budget tracking, budget paperwork, etc.
- Serve on departmental committee(s) as assigned
- Utilize departmental databases and online systems for the management of University Student Housing and Residence Life operations including but not limited to Maxient, Roompack, EZ Track It, StarRez, etc.
- Assist with the oversight of 24-hour desk operations as assigned
- Partner with building stakeholders (e.g. facilities, housekeeping, hospitality) regarding management of assigned facilities

#### **On-Call/Emergency Response (10%)**

- During assigned on-call shifts, be accessible by the department provided cell phone 24-hours per
- Be available on a call-to-duty status whenever residence halls are in operation and assist Residence Life staff with residence hall and campus emergencies
- Work with stakeholders, including the Texas Tech Police Department, Crisis Hotline, and Student Counseling Center, to respond to student concerns or incidents within the residence halls
- Ensure accurate reporting and provide follow-up as necessary with student and parent concerns.
- Implement required emergency drills (fire drills, severe weather drills, etc.) and complete required paperwork or follow-up
- Comply with institutional, Lubbock, Texas and federal mandates regarding emergency and crisis response

## **Global Competencies**

### **Quality of Customer Service/Relationship with Others/Communication (Oral and Written)**

- Respectful, cooperative, and effective in getting along with a diverse group of employees and customers. Expresses ideas/information in a complete, clear, concise, organized, and timely manner. Actively listens to others and is open to suggestions.

### **Compliance/Staff Development**

- Complies with all university and departmental rules, laws, policies and procedures; attends all required training or certification program with the specified time frames.

### **Planning and Organizing Work/Quality of Work/Initiative/Adaptability**

- Effective and efficient utilization of time and resources. Anticipates and responds to the needs of the department.

### **Dependability/Accountability**

- Degree to which the employee can be relied upon and complete tasks in a timely manner.

## **Supervisory Factors**

### **Leadership Ability and Coaching**

- The ability to organize and influence a diverse group of people to achieve a common goal, communicate clear expectations, provide feedback, recognize effort and celebrate success.

### **Decision Making**

- Effectiveness in making sound decisions and taking appropriate actions.

### **Conflict Resolution**

- Identify conflict and utilize appropriate listening and communication skills to help resolve workplace disputes.

### **Management of Fiscal Responsibilities**

- Effectively demonstrates a commitment to stewardship and appropriate use of resources.

## **Position Qualifications**

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| <i>Required Skills, Knowledge and Abilities</i>  | A successful candidate will possess and demonstrate skills, knowledge and abilities related to leadership, facilitation and presentation skills, customer service, committed to building inclusive environments for all students and staff, effective verbal and written communication skills.  |
| <i>Preferred Knowledge, Skills and Abilities</i> | due to the on-call nature of this position, the following physical requirements are expected of a successful candidate, reasonable accommodations may be made as necessary: ability to drive and operate a university vehicle, ability to push/pull, live and/or carry 1-35 pounds; work with office equipment regularly; hearing, speech, vision, work indoors away from natural light for six or more hours at a time |
| <i>Required Qualifications</i>                   | Bachelor's degree required; enrollment in a graduate program required   |
| <i>Preferred Qualifications</i>                  | Experience working in Residence Life as a student staff member or student leader is preferred, but not required. Enrollment in the Higher Education Administration program is not necessary, but the position is best suited for building a foundation of experience for those enrolled in that program.  |

## **Remuneration**

The Graduate Hall Coordinator position is a part-time (30 hours per week) appointment with a stipend of \$1,500 per month (the state of Texas has no state income tax) for full-time enrollment. As Graduate Assistants in Residence Life are required to work 30 hours per week in order to meet the requirements of the position, we are unable to hire students on F1 or J1 visas who are limited to 20 hours per week. Additionally, students in academic programs with classes primarily taking place during the day are ineligible due to the required office hours of our Graduate Assistants. Graduate Hall Coordinator also receives a competitive \$2,500 scholarship each fall and spring to help pay student tuition & fees. A fully furnished one to two-bedroom apartment within the assigned residence hall complex is provided at no expense including utilities, small kitchen unit and internet access. A meal plan is provided to Graduate Hall Coordinators while the dining halls are in service, reserved parking is available upon the individual purchase of a campus-parking permit. Professional Development Funds are provided when university and departmental budgets allow. University Student Housing has a Professional Staff Occupant Policy which allows one additional occupant to reside in the provided apartment pending a background check and approval process (the exception being dependent children). University Student Housing has a Professional Staff Pet Policy which would allow one pet of the following nature: one indoor cat or one indoor dog (no more than 75lbs) or one fish tank (up to 25 gallons). An application process and pet deposit are required prior to obtaining the pet.

## **Campus Security Authorities and Responsible Employees**

As university employees, Graduate Hall Coordinators are considered Campus Security Authorities under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act) and as such are mandated to complete necessary training and report any designated incidents which may occur. Additionally, staff are considered Responsible Employees under Title IX which mandates that they must report information related to any Title IX incidents. Training will be provided regarding both Clery and Title IX to ensure staff are

aware of required reporting responsibilities. Information regarding the TTU Annual Clery Campus Security Report can be found at: <http://www.depts.ttu.edu/tpd/clery.php>. Information regarding Title IX at TTU can be found at: <https://www.depts.ttu.edu/titleix/>.

**Equal Employment Opportunity Policy and Affirmative Action (TTU OP 40.01)**

TTU does not tolerate discrimination or harassment of any employee or applicant for employment because of race, color, religion, sex, national origin, age, disability, genetic information, status as a protected veteran, or any other legally protected category, class, or characteristic. While sexual orientation and gender identity are not explicitly protected categories under state or federal law, it is the university's policy not to discriminate in employment, admission, or use of programs, activities, facilities, or services on these bases. (the remaining text of the OP can be found at <http://www.depts.ttu.edu/opmanual/OP40.01.pdf>).

**Contact Information**

For questions or to request additional information, please contact:

*Emily Mallernee*

Program Manager, Student Staff Operations & Training

University Student Housing

[housing.rl.jobs@ttu.edu](mailto:housing.rl.jobs@ttu.edu)

Applications require a cover letter, resume, and the names and contact information for three professional references. Applications are typically accepted beginning mid-November through mid-March. Occasionally, positions are open outside of this time period and inquiries may be made to [housing.rl.jobs@ttu.edu](mailto:housing.rl.jobs@ttu.edu).