



Residence Life and Housing Services | West Chester University | 202 Lawrence Center
West Chester, PA 19383 | 610-436-3307 | fax: 610-430-5945 | www.wcupa.edu

Graduate Hall Director Position Description: 2020-2021 Academic Year

The Office of Residence Life & Housing Services commits to providing an environment of learning which fosters ongoing holistic development for all community members. We are dedicated to serving students by creating and sustaining inclusive communities rooted in ethical decision making and intentional and supportive connections.

Reporting to the Associate Director of Residential Programming and Academic Initiatives, the Graduate Assistant (GHD) is a 10-month graduate student position serving as a key paraprofessional member of the Residence Life and Housing Services staff. The position is a 25-hour per week live-in commitment.

The GHD will lead efforts related to developing a safe, supportive, and inclusive community while promoting learning outside the classroom through the Department's co-curricular plan.

It is important to note that the department offers **three** unique GHD positions. The similar responsibilities for all positions are listed first, followed by community-specific descriptions (College Arms Apartments, Killinger Hall, and University Hall). The following description addresses the general duties and responsibilities of the GHD position. It does not cover all job expectations or specific procedures for completing these responsibilities.

All Positions:

Staff Meetings & Trainings

1. Attend and assist the RD in facilitating the weekly RA staff meetings
2. Attend all monthly Division of Student Affairs meetings
3. Attend mandatory departmental in-service trainings and all-staff meetings
4. Attend training sessions prior to the opening of the residence hall each semester

Programming & Residential Curriculum Work

1. Provide direction for the entire staff regarding the way the curriculum will be implemented.
2. Supervise and administer all community programming efforts in alignment with the department's curriculum.
3. Support the residential curriculum and the strategic priorities of the Division of Student Affairs in the areas of living-learning/ themed community housing, student development, health, wellness & safety, social justice, inclusion & diversity, engagement & experiential learning, and sustainability
4. Continually evaluate hall programs and procedures in order to ensure they are having maximum impact on students and aligning with the residential curriculum.
5. Advise community's Residence Hall Association

Student Conduct Enforcement

1. Consistently enforce University and residence hall regulations within the community through limited counseling, educational discipline, and effectively following University conduct policy
2. Adjudicate conduct cases as assigned by supervisor and/or The Office of Student Conduct
3. Assist with the training of student staff in the student conduct procedures

Administrative Responsibilities

1. Responsible for administrative matters related to operating the assigned residential area, which includes (but not limited to): maintenance, housekeeping, payroll, front desk operations, and occupancy issues (i.e. roommate conflicts, mediations, room changes, etc)
2. Serve as a “facilities administrator” for the respective community by leading all aspects of the building’s housing operation: drop and go weekend, opening, closing, room changes, health and safety inspection, etc.
3. Submit objective student evaluations, annual reports, weekly reports and other written materials as requested by the Senior Director and Associate Directors.
4. Maintain accurate records of student interactions, staff and personnel issues, and student/community concerns via Maxient, Adirondack (The Housing Director) and other relevant databases.
5. Appropriately utilize a department purchasing card and complete monthly receipt reconciliations that align with University expectations.
6. Submit a weekly report every Friday
7. Serve on at least one departmental committee
8. Assist with departmental-level projects and central office tasks under direction of the Associate Director of Residential Programming and Academic Initiatives
9. As a live-in staff member, the GHD is required to work when the University is closed for snow days or any day that would warrant the Graduate Office to send an email about GHD office hours.
10. Keep the Senior Director of Residence Life and Housing Services and the Associate Directors informed about activities, programs and concerns in the Residence Life and Housing Services areas.
11. Receive direct supervision from the Associate Director of Residential Programming and Academic Initiatives for all matters relating to the areas of Residence Life
12. Receive direction concerning the student conduct process and student behavior infractions from the Office of Student Conduct.
13. Receive a written evaluation completed by the Associate Director of Residential Programming and Academic Initiatives at least once during the academic year.
14. Other duties as assigned by Associate Director of Residential Programming and Academic Initiatives, Associate Director of Housing, or Senior Director of Residence Life and Housing Services

Duty

1. Participate in the nightly graduate staff duty rotation as assigned
2. Carry and answer the duty phone

3. Respond to calls to provide emergency and other assistance to residents as appropriate
4. Review RA duty logs and related administrative forms
5. Work alongside colleagues from Public Safety, Residence Life and Housing Services, the Division of Student Affairs, and University partners as needed
6. Must remain in West Chester when on duty; the GHD is responsible for finding coverage if class (and/or class commitment) is outside of West Chester or does not permit staff member to leave to respond to an incident

Graduate Hall Director of College Arms:

1. Directly support the approximate 90 students living within the upperclass apartment complex
2. Select, train, schedule, supervise, and evaluate a staff of Front Desk Attendants (FDA) in Killinger Hall with advisement and approval from the Associate Director of Residential Programming and Academic Initiatives. The GHD of College Arms also serves as the GA for Killinger Hall.
3. Hold FDA staff meetings on a semester basis (and as needed)
4. Coordinate all front desk operations including: scheduling, disseminating refunds, maintaining accurate records regarding logs, packages, keys, and other building amenities and resources
5. Keep supervisor informed of desk shift changes as they pertain to FDA compensation
6. Liaise and maintain constant communication with vending machine and laundry vendors, Canteen and Caleco
7. Receive direction and periodic supervision from, and provide updates to, the Associate Director of Housing concerning housing assignments.
8. Receive direction and periodic supervision from, and provide updates to, the Senior Director of Residence Life and Housing Services, concerning facilities issues and global matters
9. This position will transition to the Graduate Hall Director of Killinger Hall for year 2 of their graduate experience, so long as the candidate is in good standing

Graduate Hall Director of Killinger Hall:

1. Directly supervise and evaluate a staff of undergraduate Resident Assistants
2. Provide front desk functional support to the Graduate Assistant (who also serves as the Graduate Hall Director of College Arms)
3. Receive direction and periodic supervision from, and provide updates to, the Associate Director of Housing concerning housing assignments.
4. Receive direction and periodic supervision from, and provide updates to, the Senior Director of Residence Life and Housing Services, concerning facilities issues and global matters

Graduate Hall Director of University Hall:

1. Directly supervise and evaluate a staff of undergraduate Resident Assistants
2. Receive direct supervision from the Associate Director of Residential Programming and Academic Initiatives for all matters relating to the areas of Residence Life

3. Gain experience in a public-private partnership (P3) in a University Student Housing (USH) affiliate-owned property. This position will work alongside a Community Manager from USH
4. Receive direction and periodic supervision from, and provide updates to, the Senior Director of Residence Life and Housing Services, concerning facilities issues and global matters

Office Hours

GHDs are expected to work for 25 hours weekly. Inclusive of these hours area: attendance at RA staff meetings (1 hour), weekly student conduct meeting (1 hour), and office hours (23 hours). GHDs should work with their supervisor to flex their schedule as other commitments may arise outside of scheduled office hours (i.e. duty response, Division meetings, all-staff meetings, etc.).

Mandatory Reporter

The person in this position is designated as a Campus Security Authority (CSA) and is required to report information about crimes in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act also known as the Clery Act [20 U.S.C. § 1092(f)]. In addition, the person in this position is regarded as a mandated reporter regarding child abuse and neglect and other misconduct including sexual violence and harassment. This includes any information shared in reference to any possible physical abuse, sexual abuse or neglect of a person under the age of 18. A mandated reporter is defined as a person obligated by PA law to report child abuse in situations where there is reasonable cause to suspect child abuse. All West Chester University administrators, faculty, coaches, staff, student workers, independent contractors, and volunteers are considered mandatory reporters. The PASSHE Board of Governors' Policy 2014-01-A requires training for all employees on Mandated Reporting of Child Abuse.

Academic Expectations

This offer is contingent upon you remaining in good student conduct standing and academic standing. Graduate staff are expected to maintain a 3.0 cumulative and term GPA. You will need to submit your transcript from previous semester and class schedule for upcoming semester at the end of each term. A new class schedule must be submitted if you make any class/schedule changes.

Internship Experience

Students in the Higher Education Policy and Student Affairs (HEPSA) program are required to complete a 250-hour internship in the field over the course of one semester/summer. Graduate students in this program may utilize Residence Life and Housing Services as an internship site, but approval from the Associate Director of Residential Programming and Academic Initiatives is required. When counting towards the internship experience, hours from Residence Life and Housing Services must be gained from additional professional experiences outside of the general day-to-day responsibilities and scope of the position. "Double dipping" of hours will not be permitted.

Compensation

The compensation package for this position includes: a single room in a University-owned residence hall sharing a public bathroom and a \$10,000 annual stipend paid on a biweekly basis over the course of the contract period, 14 meals per week meal plan, a full tuition waiver (excluding

fees or any prerequisite undergraduate class or elective not accepted as part of your program) for full time study in a West Chester University graduate program. There are summer employment opportunities and summer classes will be paid for by Residence Life and Housing Services so long as you work in the office.