

Graduate Assistant (GA) for Safety and Security (4 open positions)

University of West Georgia
Housing and Residence Life
2019-2020



General Description: The Graduate Assistant (GA) for Safety and Security (GASS) hires, schedules, and manages the front post staff for all residential buildings. These posts serve the 3,291 on-campus students at the University of West Georgia. Residence hall community desks/front post support either traditional or apartment/suite style housing and are designed to meet the needs of residential students. The GASS will report to the Manager of Housing and Security (ResSTAR). The GASS hires, trains, schedules, and supervises a staff of approximately 30-50 student assistants that are assigned to neighborhood posts.

Job Specifications/Qualifications

- Residence Hall Post Management
- Staff Scheduling and Supervision
- Hiring and Training
- Other Duties
- High level of maturity with demonstrated exceptional organizational and interpersonal skills.
- Strong verbal and written communication skills.
- Ability to maintain effective working relationships with other employees, students, and general public.
- Comfortable using technology.
- Preferred: prior residence hall/student services experience.
- Preferred: experience with StarRez, WhenToWork, ADP applications.
- Please be advised that should you be recommended for a position, University System of Georgia Board of Regents policy requires the completion of a background check as a prior condition of employment.
- Must be currently enrolled in a graduate degree program at the University of West Georgia.
- Must maintain a graduate GPA of 3.0 or higher.
- Must be enrolled in a minimum of 9 credit hours in the fall or spring semester, or a minimum of 6 credit hours in the summer semester.

Remuneration: Salary for the position is \$800/month and is paid on a monthly basis. Graduate Assistants receive a tuition waiver of the standard in-state and out-of-state tuition. As this position is classified as a graduate assistantship, standard employee benefits are not provided. The GASS will report to campus for training 2-3 weeks in advance of the beginning of the assistantships formal start date. You will receive additional pay (determined by the length of time required for training). This position does not provide housing. You may choose to live on campus at your own expense.

Duties and Responsibilities: The Graduate Assistant for Safety and Security is administratively responsible to, and supervised by, the Manager of Housing for Safety & Security. The GA's will maintain a level of confidentiality, professionalism, and equality at all times. The GA's completes 20 hours a week through regular office hours, weekly check-ins with their direct supervisor and some nighttime or weekend requirements as the GA's class schedule allows.

Additional Responsibilities include but are not limited to:

Hiring and Training:

- Coordinate the hiring, training, evaluation, and timekeeping for 50-70 Front Posts staff in accordance with University and departmental human resource and payroll policies.
- Work collaboratively with Housing and Residence Life staff responsible for human resource and payroll functions.
- Train staff on customer service, residence hall post processes, University policy, and emergency procedures. Example tasks include: maintaining lost & found items, checking out residence hall equipment, reporting cleanliness or damage issues, checking guests in and out, maintaining post logs, and ensuring the availability of needed forms/paperwork for the residence hall office

- Coordinate selection and training of any new Front Post staff that missed fall (August) or spring (January) training.
- Support a departmental committee as needed and directed by the Manager of Safety and Security

Staff Scheduling and Supervision:

- Arrange the staffing schedule for assigned residence hall post(s) and maintain coverage 24/7 while the buildings are open for your assigned neighborhoods.
- Arrange for break coverage post staffing as requested.
- Maintain regular contact with Front Post staff through bi-weekly staff meetings and ongoing staff training.
- Provide accountability through positive feedback and constructive critique to improve customer service and task skills.
- Maintain detailed records of feedback about each Front Post staff member to be used in the rehire process. Share this information with professional Housing and Residence Life staff as needed.

Residence Hall Post Management:

- Support post management needs of the Resident Life Coordinator (RLC) and Resident Directors (RD) who manage the front post of each residence hall .
- Maintain regular communication with RLCs and RDs.
- Design and coordinate the “secret shopper” and other programs with RLC’s and RDs each semester to gather customer service data and provide rewards or feedback to Front Post staff based on outcomes.
- Conduct assessment on post operations under the direction and supervision of the Manager of Safety and Security.
- Provide information on post operations to professional Housing and Residence Life staff as requested.

Other:

- Attend regularly scheduled staff meetings, and one-on-one supervision and planning meetings with supervisor.
- Submit an annual report detailing the success and challenges, as well as recommendations for the next academic year.
- Coordinate support for Preview Days each year and prospective student tours as needed.
- Assist University Housing with staff recruitment and interviewing needs.
- Attend workshops and training sessions as needed or required.
- Maintain a neat, organized and clean work area.
- Perform other duties as required.

2019-2020 APPLICATION PROCESS

- Candidates should send their resume and cover letter to Cassidy Nelson and Stephen Whitlock or review no later than August 1st, 2019.
- Resume review will begin immediately.
- Preference will be given to candidates with any of the below qualifications:
 - Previous experience in University Housing / Residence Life
 - Previous experience managing large groups of employees
 - Enrolled in the College Student Affairs Master’s program and/or a Master’s degree program at the University of West Georgia
- As this position is very comprehensive, finalists for the Graduate Assistant for Safety and Security position will participate in an interview so we may further evaluate your skills for this important leadership position in University Housing.

Updated April 12, 2019