Housing and Residence Life - Administrative Operations
Graduate Assistant Job Description

Summary of Position: The graduate assistant for Administrative Operations will assist in the emergency response and overall customer service of the Department of Housing and Residence Life by supervising the 24-hour call center. Experiences will include heavy student interaction, supervision, and is a critical member of the Administrative Operations team.

The graduate assistant will:
- Manage the 24 hour ResStar emergency call desk.
- Supervise approximately 20 ResStar student workers.
- Develop and run twice monthly ResStar staff meetings.
- Manage after hours operations of Housing and Residence Life front desk.
- Conduct interviews and training for new ResStar student workers
- Serve as liaison between ResStar and University Police during break and high needs times throughout the academic and non-academic year.
- Actively engage with students through the room assignment process.
- Will become an expert in Star Rez, a student housing software program.
- Serve as liaison for the Department, developing relationships with and supplying information to appropriate departments and internal/external customers.
- Serve on University committees as requested.

Experience in front line customer service is preferred but not necessarily required. Understanding of the Family Educational Rights and Privacy Act is a must as student will have access to verbal records and University security cameras.