The mission of the Department of Residence is to further the academic mission of the university by providing services and promoting living/learning communities that stimulate, enhance, and extend the total learning experience. Graduate Assistants play a significant role in carrying out the mission of the Department of Residence.

Graduate Assistants assume primary responsibility for the operation of hall desks or apartment communities during the academic year as well as potential advising, judicial, second layer duty, and supervision experience. Major responsibilities of the Graduate Assistant include the supervision of staff and providing administrative support for residence hall or apartment community operations. This is a 30 hour per week live-in position.

Application

- If you have applied and been accepted to the Higher Ed. Program at Iowa State University and registered for Interview Days you will be contacted for an interview. Interviews will take place as part of ELPS Interview Days February 22nd–February 24th, 2015. All others who have been accepted to a graduate program at Iowa State University should send a cover letter, resume and list of five references with contact information to:
  Department of Residence Graduate Assistant Search
c/o Sarah Holmes
1205 Friley Hall
Ames, IA 50012

Qualifications

- Bachelor’s Degree
- Admitted to a graduate degree program (must be admitted prior to obtaining an interview)

Preferred Qualifications

- Ability to work independently, take initiative, and exercise good judgment
- Strong verbal and written communication skills
- Ability to work independently while also being a team player
- Ability to take initiative and exercise good judgment
- Critical thinking, team building and leadership skills
- Strong time management and administrative skills
- Available to work mid-July through mid-May
- Strong customer service skills
- An understanding of residence life communities
- Ability to have conversations with students about their behavior and its impact on the community
**Compensation**

This 30-hour per week position is compensated monetarily for 20 hours (approximately $1700/per month for 2014-2015). Compensation for the remaining 10 hours include:

- On campus furnished living space with cable, telephone, and internet
- Board (when Dining Services is in operation)
- Laundry Card
- "University health insurance
- Professional development money available ($500)
- Paid university holidays
- Graduate Assistants do not officially "earn" or "accrue" any vacation or sick leave – Vacation and sick leave is up to the discretion of the Graduate Assistant’s supervisor

**Position Expectations**

- Provide day to day oversight for apartment community or residence hall community (undergrad/graduate students, families, or university guests.)
- Assist in the recruitment, hiring, supervision, training and evaluation of live-in Community Adviser staff
- Serve as judicial hearing officer for students in violation of university policy
- Participate in “supervisor on-call” duty rotation—providing immediate/emergency response to on campus apartment or residence hall communities
- Assist/mediate/intervene with roommate/neighborhood/domestic conflicts utilizing CA staff and other university services when appropriate.
- Respond and advise students regarding academic, personal and behavioral concerns.
- Coordinate the on-going development of student government initiatives/groups
- Edit and distribute monthly (or bi-weekly) newsletters to the community.
- Maintain and update community FB page/social media/other technology on a daily/weekly basis.
- Assist in developing a multi-cultural environment which supports the community living standards and assists students with their academic and social adjustment at ISU.
- Direct/implement initiatives/programs that meet the LLL competencies designed to build community.
- Provide academic outreach and intervention as needed.
- Coordinate & oversee all move in/move out process for community (4 move in out/periods per year: August, December, January, May)
- Educate residents about contracting processes/deadlines. Develop innovative methods for reaching residents with this information.
- Assist in the coordination of Summer School housing
- Respond to family/parent concerns regarding their students as needed
- Collaborate and provide input on the marketing of residence hall or apartment communities—maintaining “show” rooms/apartments, providing guided tours as requested by the admissions office, providing regular feedback to marketing staff.
- Oversee daily office needs—be available to respond to frequent walk in traffic from students and staff. Answering questions, responding to concerns and needs as they arise. Referring when appropriate.
- Serve as a resource for community members.
- Work with special populations: transfer students, families, international students, residents with pets, etc.
• Maintain frequent & on-going contact with facility management/assignments staff to respond to needs/concerns and ensure smooth operation of community.
• Coordinate resident education about various safety issues (severe weather education, coordinate “safety walks,” VEISHEA, door locking, etc.)
• Remain visible/available in community—making frequent formal & informal contact with residents.
• Assists in designated projects/committees/other duties as assigned.

**NASPA/ACPA Competencies:**

**Advising and Helping**
- Opportunity to co-advice residence hall councils and cabinet members.
- Opportunity for judicial experience including adjudicating minor judicial cases and assigning sanctions.

**History, Philosophy & Values**
- Assist in the planning of a training program prior to fall semester and spring semester for all student staff and hall employees. Conduct on-going training as needed.

**Human & Organizational Resources**
- Assign administrative tasks to hall desk employees and review progress.
- Prepare for and conduct selection process for hall desk employees each semester as needed.
- Coordinate evaluation process of hall desk operations in fall and spring semester with Hall Director(s).

**Law, Policy & Governance**
- Ensure that hall desk employees comply with University and Department policies and procedures.

**Leadership**
- Supervise, train, and evaluate Community Advisor staff in their hall desk responsibilities.
- Holds workers and CAs (with Hall Director) accountable for job responsibilities.

**Personal Foundations**
- Create a hall desk atmosphere that is customer service based and a resource to students, guests and staff.

**Student Development**
- Assist/support students in a variety of capacities.
- Solve and/or follow-up with concerns of residents and visitors as it relates to the hall desk.

**Please direct any questions to:**

Sarah Holmes/Coordinator of Residence Life
(515) 294-5520 – sholmes@iastate.edu

* For more information, visit
  [http://www.gradcollege.iastate.edu/degree/graduatecollegehandbook.html](http://www.gradcollege.iastate.edu/degree/graduatecollegehandbook.html)
  [http://www.housing.iastate.edu/](http://www.housing.iastate.edu/)

**We will be accepting graduate and doctoral candidate applications**