



The Graduate Assistant for Housing and Resident Life will assist the Residence Hall Director (RHD) in the daily management and development of a residence hall program that fosters an environment that is conducive to personal, academic, and social growth.

<https://www.odu.edu/housingoffice>

housing@odu.edu

- < Work collaboratively and promote good relationships with other internal and external campus partners.
- < Support the mission and efforts of the Residential Curriculum.
- < Assists with the oversight and implementation of programming and events for Living Learning Communities and Peer Mentors.
- < Assist in the development and implementation of community experiences that address the needs of students in a diverse living-learning environment.
- < Assist in the facilitation and implementation of student retention efforts as communicated (e.g., Early Alert Retention).
- < Assist with the facilitation and implementation of assessment measures (e.g., Resident Assistant feedback survey, EBI, etc.).
- < Initiate and implement, with the assistance of the RHD, on-going training and staff development activities for students, such as motivation, confrontation, helping skills, handling crisis situations, housing policies, etc.
- < Facilitate meetings with residents throughout the year to explain University and departmental policies and procedures. Refer students with personal concerns and needs to the appropriate campus resources and campus agencies within a timely manner.
- < Aid in the implementation and follow-through of Resident Assistant staff facilitating Intentional Conversations.

- < Recruit, select, train, develop, supervise, and evaluate a staff of Desk Receptionists.
- < Develop scheduling and implement staffing practices for the Desk Receptionists.
- < Implement and oversee departmental processes and procedures for the management and distribution of packages and mail.
- < Manage the distribution of resident keys. This will require the AHD to perform weekly audits and provide reports to the accounts payable and locksmith/ maintenance team when keys need to be reordered and students need to be held financially accountable.
- < Collaboratively advise community council with the support of the Residence Hall Association.



- < Assist the RHD in the recruitment, selection, training, development, supervision, and evaluation of Resident Assistants.
- < The AHD may have the opportunity to supervise Resident Assistants under the leadership and direction of the RHD.

- < Maintain scheduled office hours and work schedule. This schedule should be designed so that the AHD is accessible and available to students and staff. On average, the AHD will work 20 hours per week, not including on-call responsibilities.
- < Maintain open and on-going communication between your supervisor, co-workers, and students by checking your staff mailbox, email, and office phone daily.
- < Respond to concerns, requests, and inquires within a timely manner.
- < Develop an awareness of campus resources to be better able to refer and assist students and parents.
- < Coordinate and supervise the timely completion of all appropriate paperwork and reports (this includes but is not limited to programming paperwork, duty reports, etc.).
- < Responsible for any/ all keys, equipment, and supplies assigned to you. The loss or misuse of keys may result in probation or termination. Any expense related to the loss or misuse of keys, equipment, and supplies may be the personal responsibility of the staff member.
- < Effectively utilize Monarch Groups, StarRez, etc. to communicate important information to students on behalf of Housing & Residence Life and the residential community.

- < Support, implement, enforce, and interpret University and Housing & Residence Life policies and procedures.
- < Serve in the weekly on-call rotation for a residential campus of approximately 4,800 students.
- < Respond to parent and student concerns regarding crisis and emergencies in a timely and professional manner.
- < Serve as essential personnel in the event of a Housing & Residence Life emergency.
- < Assist with emergency closing and evacuation procedures as outlined in the Residence Education Manual(s) and communicated by Housing & Residence Life. This includes the possibility of relocating residents (i.e., inclement weather).
- < Serve as a hearing officer for the Office of Student Conduct & Academic Integrity for the adjudication of residence hall policy violations.
- < Demonstrate understanding and proficiency in using the conduct system Maxient.

- < Regularly attend meetings and develop rapport with facilities and housekeeping staff.
- < Facilitate community walk-throughs periodically throughout the week.
- < Report and manage facilities concerns via the maintenance management system.
- < Assist in the facilitation of monthly Health & Safety inspections.
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- < Attend all scheduled meetings, trainings, and events as communicated by Housing & Residence Life.
- < Participate in staffing practices at all levels, which includes but is not limited to Resident Assistant and Desk Receptionist recruitment and selection.
- < Assist with the facilitation of staff training and professional development (e.g., Resident Assistant Training).
- < Serve on committee(s) and task forces as assigned.
- < Act as a positive University and Housing & Residence Life representative and role model always.
- < Assist with recruitment and retention presentations to current and prospective students and parents. Marketing presentations may include Open House, Monarch Preview Days, Orientation, Admitted Students Day, Homecoming, Family Weekend, etc.
- < Perform other tasks and duties as assigned.

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