

JOIN OUR TEAM!

APPLY TO BE AN Operations and Student Success GRAD

WHY KSU?

- ▶ We have unique opportunities to make a positive impact on our students that motivate us to pursue excellence every day
- ▶ We strive to create an environment where our team feels celebrated, supported and empowered
- ▶ We believe in the appropriate balance of work, self-care and personal and professional development
- ▶ *We have fun!* We recognize that it's important to get to know our team members as people first, and to celebrate our victories

ROLE DESCRIPTION

- ▶ 10-month commitment (with a potential extension for summer) as a live-in staff member within the Department of Housing and Residence Life.
- ▶ 20-hour per week position dedicated to supporting our three campus areas (North, South, and Marietta), collaborating closely with professional staff.
- ▶ Responsible for managing the conduct process, connecting with at-risk students, and improving processes to increase the efficiency of Residence Life

BENEFITS

- ▶ Fully Furnished On-Campus Housing Accommodations
- ▶ Professional Development Opportunities
- ▶ Hourly Pay, 20 Hours Per Week



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**KENNESAW STATE
UNIVERSITY**
CAMPUS SERVICES
Housing and Residence Life

GRADUATE ASSISTANT OF OPERATIONS AND STUDENT SUCCESS

POSITION DESCRIPTION

The Graduate Residence Director for Operations and Student Success (GRD) at Kennesaw State University is a graduate, 10 month with a potential of summer (June - July), live-in staff member of the Department of Housing and Residence Life. The GRD position is a 20 hour per week position and will work alongside professional staff support our three campus areas (North, South, and Marietta) in managing the conduct process, connecting with at-risk students, and improving processes to increase the efficiency of Residence Life. The GRD position requires a strong work ethic, a positive attitude and enthusiasm for the residential experience on a college campus.

BENEFITS

Compensation includes hourly pay for 20 hours per week per semester and fully furnished on-campus housing accommodations with utilities (may be shared with a graduate student or partner).

RESPONSIBILITIES INCLUDE

Administration

- ▶ Execute various administrative functions, including but not limited to: collaborate with Associate Director of Operations and Student Success to ensure accurate reporting from Housing and Residence Life for the annual university report
- ▶ Oversee the residential conduct processes in conjunction with the Student Conduct and Academic Integrity Office
- ▶ Provide quality customer service for both internal and external stakeholders

Residence Education

- ▶ Promote an environment that supports the department's, division's and the university's mission, vision, values and goals
- ▶ Assist residents with various issues related to on-campus living (roommate conflicts, conduct, etc.)
- ▶ Review, assess charges and distribute conduct cases to Residence Life professional staff (i.e., Community Coordinators, Assistant Director of Residence Life, etc.)
- ▶ Assist with residential conduct process in conjunction with the Student Conduct and Academic Integrity Office

Process Improvement

- ▶ Review and edit processes within the Residence Life software system (i.e., StarRez, Qualtrics) to increase the efficiency of the department
- ▶ Troubleshoot and mediate issues with the software system
- ▶ Assist the Associate Director of Operations and Student Success in reviewing and updating standard operating procedures of the department

- ▶ Complete benchmarking and data collection for residential education initiatives (First Gen, LLVs, Curriculum, etc.) in order to assess and recommend necessary changes

Safety, Security & Crisis Management

- ▶ Respond to emergencies utilizing institutional and departmental guidelines
- ▶ Provide leadership during crises in the residence halls and on the campus at large as needed
- ▶ Serve in a secondary on-call rotation for high volume times
 - Fall: Opening, Labor Day weekend, Fall Break, Halloween, Finals week, Winter Break Period
 - Spring: Opening, MLK weekend, Spring Break, Finals week
- ▶ Collaborate with other campus departments such as Public Safety, Student Health Services, etc. in case of an emergency
- ▶ Assist following up with at-risk students
- ▶ Sit on the Housing and Residence Life Care Team

PREFERRED QUALIFICATIONS INCLUDE

- ▶ Bachelor's degree
- ▶ Experience in Housing and Residence Life

MINIMUM QUALIFICATIONS INCLUDE

- ▶ Bachelor's degree
- ▶ Student Leadership Experience
- ▶ Must be enrolled in a Kennesaw State University graduate program

[APPLY HERE](#)