



University of Denver-Housing and Residential Education

GRADUATE RESIDENT DIRECTOR POSITION DESCRIPTION

2012-2013 Academic Year

The Graduate Resident Director (GRD) holds a 25-30 hour/week appointment with Housing & Residential Education, and must be enrolled in the Student Development track of the Higher Education Master's Degree Program. The GRD shares in the responsibility for the operation of a co-educational residence hall building, including traditional residence hall buildings and/or suites/apartments for upper class students. The GRD assists in creating an environment which promotes academic success, personal development, and inclusive communities with an emphasis on social justice education. Each GRD is supervised by a full-time Resident Director and shares responsibility for administration and supervision of a building with that Resident Director.

First year GRDs will work one of the Summer Conference Housing positions. These positions are integral to the success of the summer conference housing program and hours worked in summer can be used for internship hours as required by Higher Education Program.

Specific Duties

There are unique aspects with each Graduate Resident Director position at the University of Denver. Each GRD is expected to fulfill the following responsibilities, in addition to others that may be assigned throughout the year:

Training

1. Participate in professional staff training beginning August 1st before student staff members arrive for fall quarter. Participate in student staff training in August, September, January, and April. This includes creating curriculum guides based on the needs of staff & facilitating discussions.
2. Participate in various retreats and professional development discussions that occur throughout the academic year.

Staff Supervision

1. Directly supervise five to nine Resident Assistants and assist in the supervision of student staff members.
2. Facilitate staff development through weekly individual meetings, weekly staff meetings, performance feedback conversations & evaluations that support the mission and values of Housing & Residential Education.
3. Hold staff accountable in a timely manner for upholding HRE policies and meeting position requirements and responsibilities.
4. Facilitate various meeting: one-on-ones, staff meetings, staff development activities, department meetings, etc
5. Collaborate with other pro-staff members in building regarding supervisory matters.

Administration

1. Implement check-in and check-out procedures during opening and closing periods each quarter.
2. Collect, review, and maintain Residential Education forms such as roommate agreements, resident connection forms & visual checks.
3. Maintain accurate occupancy reports and paperwork associated with assignments.
4. Facilitate building's room change night on a quarterly basis.
5. Establish and maintain accurate budgeting system for programming and building budgets.
6. Hold a minimum of 10 posted office hours per week.

Facility Ownership

1. Conduct weekly walk-through of the building.
2. Follow up in a timely manner on maintenance and custodial issues.
3. Address student facility concerns and coordinate facility improvement efforts.

Programming and Advising

1. Supervise programming initiatives for the residence hall including supporting, motivating, and educating staff in their programming efforts.
2. Coordinate evaluations of programs, and maintain program budgets.
3. Serve as Advisors for Residence Hall Leadership Teams (LT)

Student Conduct

1. Consult with and assists the Resident Director in implementing an educational system for student conduct. This involves individual/group conduct meetings, attending and facilitating floor meetings when necessary, updating conduct database, and consulting with Resident Assistants about approaches to student behavior.
2. Submit appropriate paperwork to the Office of Citizenship & Community Standards when conduct meetings are completed.
3. Ensure that all conduct cases are handled according to guidelines set forth by HRE and the Office of Citizenship & Community Standards.
4. Respect and maintain student and staff confidentiality, except in cases that may be dangerous to individuals and/or the greater community.

Individual Student Development

1. Meet with students to discuss roommate concerns, substance abuse issues, and other personal concerns. Act as a referral agent to other university resources, including the Health and Counseling Center, Academic Advising, Career Center, etc.
2. Collaborate with supervisor on all student and staff concerns.
3. Work with students to develop intentional, positive behavior, cognitive, and affective growth in the areas of diversity, multiculturalism, and social justice.

Department-Wide Duties

1. Attend departmental meetings, assists in developing departmental goals and objectives, and serve on one departmental development teams.
2. Assume responsibility related to student staff selection and training as well as professional staff selection and training.
3. Serve on weekly Administrator-on-call (AOC) duty rotation for DU students. The AOC must remain close to campus and can be reached 24 hours a day in order to respond to emergencies and/or requests for assistance. Follow designated procedures when consulting with Senior Administrator-on-Call.
4. Collaborate with other departments and offices on campus
5. Demonstrate an on-going commitment to the principles of multiculturalism and diversity through hiring practices, training and development programming, campus collaborations, and/or involvement and participation in university/divisional multiculturalism and diversity projects or initiatives.
6. Contribute to departmental environmental sustainability efforts.

Requirements

1. Be enrolled and maintain good academic standing in College Student Development Higher Education program throughout the course of employment.
2. No other employment may be held during duration of the GRD contact without prior permission from supervisor.
3. Part of breaks (winter, spring) will require GRD presence on campus and/or involvement with committee tasks and other responsibilities.
4. Follow all University of Denver and Housing & Residential Education policies and procedures appropriately.
5. Work an average of 25-30 hours/week with increased workloads at the beginning and end of each quarter; contract length is 12months for your first year and will end second week of June your second year.

Specific Duties Conferencing

There are unique aspects for each Graduate Resident Director position in Conferencing at the University of Denver. The conferencing positions available are:

Conferencing Director of Building Operations

1. Ensure a safe and secure environment for all guests by implementing emergency procedures, completing incident reports, maintaining and monitoring room key inventory, trouble-shooting problems that occur with building operations, and issuing Work Orders when necessary.
2. Administrative support pertaining to restocking desk supplies, monitoring equipment and logs, completing required paperwork, execute end-of-conference forms on a daily and weekly basis.
3. Support event staff by coordinating conference and guest check-in and check-out.

Conferencing Director of Customer Service

1. Supervise and manage Front Desk Assistants by generating daily schedules to cover all shifts and provide a positive residential experience for summer guests.
2. Assist in room checks and preparation for check-ins/check-outs.
3. Ensure a safe and secure environment for all guests including preparing guest information, assisting with lockouts, executing emergency procedures, completing incident reports, answering phone calls, giving directions, keeping track of mail, and renting equipment.
4. Support event staff with administrative tasks pertaining to restocking desk supplies, monitoring equipment and logs, completing required paperwork, assisting in conference and guest check-in and check-out, and executing end-of-conference forms on a daily and weekly basis.

Conferencing Director of Operations

1. Ensure meeting spaces are setup per the client's event needs, including table and chair set ups,
2. Ensure residence hall rooms are prepared for incoming guests, including linen for beds, towel and beds placed at a reasonable height, then cleared upon departure.
3. Prepare information for DU custodial, including a room cleaning list
4. Produce the schedule for the Operations Assistants for shifts and daily responsibilities.

Compensation

1. Tuition waiver covering classes required for the Student Development track of the Higher Education Master's Degree Program (an average of 8 per quarter).
2. Stipend of \$11,000 paid in ten monthly installments
3. Allocation for professional development of \$250 (conference attendance, travel, etc.).
4. Meal plan while school is in session (does not include break periods).
5. Student health insurance plan (provided starting in the fall quarter and maintaining enrollment throughout the academic year).
6. Furnished one-bedroom apartment in the residence hall with all utilities, cable, internet, and local phone service paid. The apartment is free of charge during the contact period.

Compensation Conferencing

37.5 hours per week. Stipend.

Furnished one-bedroom apartment in the residence hall with all utilities, cable, internet, and local phone service paid.