Position: Graduate Assistant for the Office of Residence Life
Division of Student Affairs

As a Graduate Assistant in the Division of Student Affairs, this job description denotes your primary responsibilities; however, the Division operates as a cohesive unit, and you may be reassigned to another functional area. As a result, your position in the Office of Residence Life is subject to change based on the needs of the division.

Description:
The Office of Residence Life seeks qualified graduate students for the position of Graduate Assistant for the Queens Campus. Reporting to the Associate Directors of the department, the GA for Residence Life is responsible for day-to-day management of residential facilities, staff co-supervision, and administrative responsibilities in the Office of Residence Life. The position requires on-call crisis response, problem solving, conflict management, ability to implement student development theory, and outreach for residential facilities. The GA will represent the Office of Residence Life professionally and ethically in dealing with students, guests, and St. John’s employees.

Responsibilities includes (but are not limited to):

**Staff Development, Training, and Co-Supervision**
- Present and participate in professional and student staff training. Topics may include but are not limited to community development, diversity and inclusion, crisis management and response, student wellness, sexual assault and violence prevention, bystander intervention, and conflict resolution.
- Attend weekly one-on-one meeting with supervisor to discuss student staff, residents, and community concerns
- Attend weekly departmental staff meetings and co-host weekly student staff meetings
- Facilitate the programming model through the approval, evaluation, and tracking of RA programs
- Participate in annual Resident and Graduate Assistant selection process
- Perform and support collateral assignments for departmental functions

**Student Development**
- Analyze current room inventory and seek to understand, match, and reassign students based on observed compatibility factors, student needs, department guidelines, and University resources.
- Practice effective listening and communication skills when meeting with students and student staff.
- Manage current room assignments.
- Demonstrate effective problem solving and referral skills when working with students
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- Mediate disagreements among students and facilitate the room change process as necessary

Crisis Response
- Serve on the on-call duty rotation. Respond to any St. John’s University Student Code of Conduct and Residence Life Handbook violations as well as student crises. Document and refer students as needed.

Administrative
- Administer room condition and key inventory processes
- Coordinate with Facilities Management to assure timely response to work order requests
- Facilitate opening and closing building procedures
- Conduct health and safety inspections
- Manage key inventory
- Ensure compliance with the Family Educational Rights and Privacy Act (FERPA) and maintain confidentiality in the maintenance of student information and record keeping
- Use Banner and StarRez resident management systems which consist of accessing, updating and modifying student information.
- Provide customer service to students, guests, and other St. John’s employees seeking assistance at the Office of Residence Life
- Attend weekly departmental meetings
- Other duties as assigned by Director of Residence Life or designee

Qualifications

- Bachelor’s degree required
- Must have applied and been accepted into a Graduate Program at St. John’s University and remain in good standing
- Previous Residence Life, Student Life, and/or Housing experience
- Registered in a degree program that allows for 20 office hours in addition to frequent night and weekend commitments
- As the position is time intensive, you may not have any full-time commitments outside of the department (ie. part time employment, student teaching, internships, and/or other assistantships)
- Graduate Assistants must reside in housing provided by St. John’s University

Length of Assistantship: This position requires a commitment of 20 hours per week. The Graduate Assistant contract year runs from late-August through May and is eligible for renewal on a yearly basis. A separate contract or working arrangement may be available for May through August and is subject to supervisor approval and budget allowance.