



Title *Graduate Assistant of Conferences & Community Desk Operations*

Status *Graduate Assistant, 12-month appointment*

Supervisor *Coordinator of Conferences & Community Desk Operations*

Dates *July 1, 2024 – June 30, 2025*

RESIDENTIAL LIFE
University of Maryland, Baltimore County
1000 Hilltop Circle, Baltimore, MD 21250
reslife.umbc.edu // p: 410.455.2591

Qualifications:

Earned Bachelor's degree with acceptance into a post baccalaureate graduate program at any of the USM campuses required. Preference given to applicants admitted to a UMBC graduate program and those in fields related to Leadership, Management, Public Policy, Administration, Emergency Health Services, Counseling, Student Personnel Services, or related fields. One year of prior experience in residence hall related employment preferred. Ability to negotiate stairs in multiple level facilities with no elevators required.

General Responsibilities:

Reporting to the Coordinator for Conference and Desk Operations, the Graduate Assistant is responsible for assisting the Assignments & Operations Team in the overall administration, planning, supervision of student staff and coordination of services in support of facility services functions. Residential Life has nine (9) communities, twenty-eight (28) buildings and houses approximately 4000 students. This is a 20-hour a week, live-in position that requires participation in an after-hours on-call rotation.

Specific Responsibilities:

- Assist in the selection, training, and supervision of Desk Managers (8), Desk Receptionists (~110) during the academic year.
- Assist in the selection, training, and supervision of Summer Conference Assistants (30).
- Assist with package/mail distribution and tracking and other community desk procedures.
- Assist with the key inventory control/audits of temporary keys and Key Watchers management.
- Assist with publications & educational components for Residential Facilities (signage, fliers, workshops).
- Assist with opening & closing housekeeping planning and preparation each semester.
- Support external guests and clients during Summer Conferences.
- Attend meetings and activities during and after business hours as required.
- Serve on designated Department or Divisional Committees; specifically, participate as a member of either the Selection or Training Committee.
- Provide feedback to the Desk & Conference Operations Coordinator about facilities issues and performance of student staff and resident concerns.
- Manage, update, and confirm student staff scheduling and payroll.
- Conduct community walk-throughs.
- Assist with the management of the card access and security system (Lenel & Onity).
- Supervise & direct staff during times of emergency.

Residential Life Expectations:

- Participate in regular one-on-one meetings with supervisor and formal evaluation processes per semester.
- Schedule regular one-on-one meetings with Desk Managers (4) and complete formal evaluation processes per semester.
- Schedule regular staff meetings with all desk staff and attend on an as needed basis.

- Attend the summer and winter department retreat (July 23 and July 24 and the second week in January) and participate in monthly department meetings (typically Tuesday afternoons)
- Assist in department decision-making and the development of departmental policy.
- Support essential functions in the department as it relates to community standards, student conduct and conferences.
- Identify and utilize appropriate liaisons in accomplishment of objectives.
- Participate an after-hours graduate assistant on-call rotation to support with facilities and lock out related concerns.

Requirements:

- Participate in all hall openings and closings.
- Possess a valid driver's license.
- Lifting of some heavy items may be required at times.
- Work independently with minimal supervision.
- Able to learn and perform other duties as assigned.

Salary:

Remission is tuition for 9 credits per semester (does not include mandatory graduate student fees), room and meal plan (while the University is in session). Partial University of Maryland System benefits and stipend of approximately \$23,270 for the appointment period.

Apply to:

To apply, complete the [Application Here](#) and ensure you attach a cover letter, resume, and the names and contact information of 3 references. Please be sure that the following information is included when you name your files: Your last and first name and the document type, and the title for the position title for which you are applying. For example: Last First.Resume.Conference and Desks.

Student Affairs Mission Statement:

The Division of Student Affairs facilitates learning and prepares students for success in our multi-cultural and increasingly global society and work force.

Residential Life Mission Statement:

The mission of the Residential Life Office is to provide facilities, services, and programs that support the academic mission of the institution and enhance the quality of life for students that live on campus. Residential Life staff foster the personal, social, academic, and leadership development of resident students and prepare them to be active and responsible citizens within the UMBC community and beyond.

Residential Life Vision Statement:

Residential Life co-creates exceptional and innovative living-learning environments for our campus community.

Residential Life Diversity Statement:

UMBC is a community composed of students, faculty, and staff of different cultures, sexes, genders, ethnicities, socioeconomic backgrounds, religious affiliations, races, sexual orientations, and levels of ability. We take pride in that diversity. Each of us must do our part to encourage productive interaction and relationships among the residents who live in our residence halls and apartments. Residential Living exposes students to individuals and experiences that will help them learn about themselves and others, and how the differences and similarities they discover impact their daily lives. We believe that there is a great deal to be learned, taught, and shared by each of us.

UMBC is an Equal Opportunity, Affirmative Action Employer. Women, persons of color, and persons with disabilities are encouraged to apply.