Service Delivery Graduate Assistant Position Description

Title: Service Delivery Graduate Assistant
Reports to: Manager of Service Delivery
Employment Dates: July 25, 2016 to May 26, 2017

Minimum Qualifications:
- Obtained a bachelor’s degree from an accredited college or university.
- Must be enrolled in at least one graduate level course.
- The ability to relate positively and with appropriate boundaries to traditional college-age students.
- Excellent administrative, organizational, time management and communication skills.
- Demonstrated ability to work and communicate effectively with a diverse population of students, faculty, and staff.
- The ability to work independently and in a group setting.
- Proficiency in Mac and/or PC platforms and Microsoft Office suite
- Recognize the Graduate Assistant position as your primary non-academic responsibility. Scheduling of staff meetings, administrative responsibilities, supervision, and all other GA duties take precedence over all other non-academic commitments.
- Be able to perform physical requirements as outlined below:
  - Typically standing and/or walking
  - Requires repeated reaching by extending hand(s) and/or arm(s) in any direction
  - Climbing ladders
  - Intermittently sitting, standing, stooping
  - Typically crawling and/or kneeling
  - Typically pushing and/or pulling
  - Lifting up to 25 lbs
  - Using equipment requiring high dexterity
  - Regular exposure to moving machinery and/or vehicles.
  - Works on slippery or uneven surfaces.

Preferred Qualifications:
- Experience with emergency response and decision making.
- Future interest in working in facilities management as a vocation.
- Ability to think broadly while maintaining attention to details and resources.

Position Specifics:
The Service Delivery Graduate Assistant is a paraprofessional, part-time, 10-month live-in member of the Facilities Department. The GA reports to the Manager of Service Delivery. The GA will provide primary support to the functional areas of the RFA program and Service Delivery Center. While the Manager of Service Delivery is responsible for the overall supervision and daily operations of both areas, the GA works closely to support short and long-term administrative functions, coordinate inspections, investigations, and follow-ups, and complete other tasks as assigned. The GA also works closely with the 18 Resident Facility Assistants (RFAs) to build community and assists the Manager of Service Delivery with supervision and training of student staff. Evening and weekend commitments are required.
Compensation Package:

- Furnished apartment, which includes paid utilities, cable television, and internet access during the fall and spring semesters (may or may not include a full kitchen). This GA position does not provide tuition remission or pay for any courses; it only provides housing and a meal plan.
- 200 Block Meal Plan (500 dining dollars and 200 meals) during the fall and spring semesters (the meal plan is only active while classes are in session).

Service Delivery Graduate Assistant Position Responsibilities

The Facilities Department provides direct services to students, families, faculty/staff, and all other members of the University of Hartford community. The Service Delivery Graduate Assistant is a key member of the Facilities Department staff. As an employee of the Facilities Department, it is the GA’s responsibility under the direction of the Manager of Service Delivery to assist with the management, support, and coordination of the day-to-day operations of functions of the RFA program and Service Delivery Center.

The GA position is a 10 month academic year appointment that will begin at 8:30 am on July 25, 2016 and will end at 4:30 pm on May 26, 2017. The GA is expected to assign priority to the duties of this position over all other non-academic activities unless otherwise specified. Continued employment is not guaranteed and GAs will be appointed on a year-to-year basis. Listed below is an outline of responsibilities:

- Attend and participate in the planning, implementation, and facilitation of Resident Facility Assistant trainings in August and January, staff meetings, and staff development activities.
- Attend biweekly staff meetings and assist in facilitating in the Manager of Service Delivery’s absence.
- Oversee and manage the Regents Park RFA office by ensuring the staff is maintaining the cleanliness of the space, as well as conducting appropriate behavior in the RFA office. This includes maintaining all supplies.
- Assist with assigning RFA office hours and preventative maintenance inspections for each Fall/Spring semester.
- Assist with overseeing RFA preventative maintenance assignments and assist with direction as needed and requested.
- Assist with the RFA selection process, including interviewing candidates and participating in all RFA selection related activities/functions.
- Distribute keys to RFAs for move-in before August training.
- Assist with Facilities operations when the University is closed for weather related reasons and/or holidays.
- Participate in a rotating ‘on watch’ schedule to serve as an additional resource for RFAs on duty and for special events occurring during off-hours.
- Assist with covering office shifts and/or portions of duty nights when no RFAs are available.
- Assist the Manager of Service Delivery in addressing behavioral & attitude issues with RFAs.
- Conduct one-on-one meetings with RFAs at least once per semester.
- Assist the Manager of Service Delivery with the overall facility management of: buttoning up residential spaces for Opening, winter shut-down, end of year inspections, and damage billing during the academic year.
- Maintain 20 office hours a week (exact hours are determined by supervisor and GA).
• Support the mission, vision, and goals of the RFA program and the Facilities Department.

• Participate in a mid-year and end of the year performance appraisal. Meet with the Manager of Service Delivery to evaluate strengths and areas for improvement.
• Develop, plan, and implement Facilities outreach efforts including literature, events, and programs.
• Assume other duties, responsibilities, and special projects as assigned by the Facilities Department.
• Provide quality customer service and address issues in a timely manner.
• Represent the Facilities Department as required on committees or at professional/public meetings.