



University Housing

Student Affairs

UNIVERSITY OF GEORGIA

## POSITION DESCRIPTION 2021

**WORKING TITLE:** Summer Resident/Guest

**Assistant**

**CLASSIFICATION:** Student Employee

**POSITION SUMMARY** This position lives and works with a group of students in one of nine residential communities. The primary purpose of the position is to promote community development, assist in crisis management situations, provide exceptional customer service to University partners and/or enforce university and departmental policies. The position will work up to 20 hours per week. Students in this position who are not enrolled in summer classes or have an internship may work up to an additional 20 hours in a different position within the department or university, but the resident/guest assistant position must be their first priority.

**SUPERVISOR:** Graduate resident, residence hall director or assistant director

### **REQUIRED QUALIFICATIONS:**

- The employee *must be enrolled* at a University System of Georgia institution during the employment period.
- Have a minimum semester and cumulative UGA grade point average of 2.0 at the time of application and end of the spring semester before employment begins.
- Must be in good standing with the Office of Student Conduct.
- Any offer of employment with the University of Georgia is contingent upon a successful completion of a background investigation.

### **CONDITIONS OF EMPLOYMENT:**

- The workweek runs Sunday – Saturday.
- Student employees are considered temporary employees. A temporary employee may be separated at any time for any reasons without notice and either the employer or the employee can end the employment relationship. Such separation is not grievable or subject to appeal. [http://www.usg.edu/hr/manual/employee\\_categories](http://www.usg.edu/hr/manual/employee_categories).
- Consistently support, communicate, enforce and abide by all University of Georgia and University Housing policies, procedures and regulations.

### **POSITION RESPONSIBILITIES:**

1. Participate in all meetings including weekly staff meetings, community staff meetings and one-on-one meetings with supervisor.
2. Serve in an on-call rotation.
3. Be available and accessible to students/guests within the community in addition to regular duty nights.
4. Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.

5. Regard any personal information about residents/guests as confidential to protect the rights of the residents/guests and increase trust and credibility as a helper (will “consult up” as appropriate with their supervisor).
6. Encourage the principles of individual responsibility and respect for others’ development through role modeling, challenging and education.
7. Be consistent in all behavior toward students/guests.
8. Develop and maintain relationships with residents in the building and/or provide exceptional customer service for guests
9. Complete various reports including, but not limited to: weekly reports, incident documentation, work requests, duty logs, room/apartment inventory cards, conference reports and program report forms.
10. Maintain informative bulletin boards and/or welcome banners throughout the summer, updated as necessary.
11. Perform other duties consistent with the purpose of the position as assigned.

**Additional resident assistant responsibilities:**

1. Provide support for all residents and promote an understanding between students by encouraging and facilitating programs within the residence hall community.
2. Work with student, graduate and professional staff through assessment of the programming and developmental needs of residents by means of questionnaires or personal contacts.
3. Encourage student involvement in campus and residence hall activities.
4. Support hall/community councils by attending meetings and programs. Support community organizations and the Residence Hall Association by encouraging students to be involved.

**Additional Guest services responsibilities:**

1. Serve as a resource for summer conference participants, guests and sponsors.
2. Conduct conference services check-ins and checkouts and provide tours in assigned communities as needed for prospective residents and summer guests.
3. Complete room and building inspections before each group arrives and after each group departs campus including stocking any necessary amenities in spaces
4. Configure common spaces and lobbies for check-ins, checkouts and additional reservations