

## Residence Life Graduate Assistant for Residence Life Operations Position Description

### POSITION SUMMARY

The Graduate Assistant for Residence Life Operations is an essential employee of the Operations staff team within Residence Life in the Division of Student Affairs. This position is a graduate student at UW-La Crosse with preference given to a student pursuing a degree in Student Affairs Administration. Responsibilities during the academic year include oversight of daily operations in the Eagle Mail Center, supervising student staff, and assisting in Operations team initiatives. This position is responsible for fostering an environment of high-quality student service and works with the office support staff in the Office of Residence Life to track administrative operations. The Graduate Assistant for Residence Life Operations has different seasonal responsibilities related to summer housing and conference operations. This position is supervised by the Coordinator for Operations and Conference Services.

The position is a 12-month appointment (July 2024-July 2025), with reappointment of year two contingent upon an annual evaluation. The following job responsibilities will require the Graduate Assistant for Residence Life Operations to work some evenings and weekends to meet the needs of the department. This is a live-on position which involves a level of accessibility and accountability to all students and staff and includes management of mail center situations and emergencies which may occur during day or evening hours. Additional information about compensation, tuition, apartment, meal plan, and health insurance is available on the UWL Residence Life website under [employment opportunities](#).

There are five areas of job responsibilities listed below:

### 1. EAGLE MAIL CENTER MANAGEMENT

- Responsible for the overall administration and management of the Eagle Mail Center.
- Create a welcoming and inclusive student-centered mail center operation providing excellent customer service.
- Ensure that the mail center adheres to service standards related to security, cleanliness, and mail regulations.
- Establish regular Eagle Mail Center hours of operation and communicate any changes to hours of operations throughout the year, inclusive of break periods and finals.
- Coordinate with mail carriers (UPS, FedEx, USPS, Amazon, etc.) on the delivery system to UWL.
- Create efficient and effective systems of organization, allowing for mail center staff to efficiently meet the needs of students.
- Ensure proper security of the Eagle Mail Center.
- Develop expertise in use of the StarRez package tracking module, including training of new staff with the module, management and editing of mail notification messages, and other related StarRez functions.
- Oversee distribution of mail, ensuring accuracy of mail notification system.
- Work to create and maintain a safe, clean, and visually appealing mail center with timely response to repairs and facility improvements.
- Advocate for processes that meet student needs, centering and addressing barriers for underrepresented students.
- Initiate internal assessment and feedback pathways as needed to determine student needs.
- In partnership with Mail Center Leads, conduct regular audits of mail center inventory and initiate additional student follow-up for any unclaimed mail.
- Provide training to other Residence Life staff regarding Eagle Mail Center operations. This includes training sessions for professional and student staff during annual fall training in July and August.

## **2. STUDENT STAFF SUPERVISION AND DEVELOPMENT**

- Responsible for recruitment, selection, onboarding, and training of 10-15 undergraduate Mail Center Assistants and 1-2 Mail Center Leads.
- Responsible for supervision and evaluation of Mail Center staff according to their position descriptions, including accountability for job performance that may lead to job action including termination.
- Spend time regularly observing and working with Eagle Mail Center staff to monitor employee performance.
- Develop and cultivate an understanding of the intersecting identities on your team. Promote opportunities to share and discuss topics of social justice and inclusion.
- Convene and facilitate periodic staff meetings to coordinate training and information exchange.
- Promote and coordinate student development and team development.
- Mediate conflicts between Mail Center Assistants as needed.
- Coordinate with UWL Human Resources on onboarding payroll for Mail Center employees.
- Coordinate payroll verification and approval of student employees' hours.
- Utilize scheduling software to create and oversee the Eagle Mail Center student worker schedule.

## **3. SUMMER OPERATIONS (HOUSING & CONFERENCES)**

- Under the supervision of the Coordinator for Operations and Conference Services, assist in the management of summer conference housing at UWL.
- Assist in the recruitment, selection, training, and supervision of the summer conference staff.
- Work daily with the Residence Life Operations and Facilities teams to ensure that residence hall rooms are prepared for conference groups, including supervision of student staff, preparing guest rooms, overseeing check-in and check-out processes, and responding to incidents in housing areas. This position requires work during the WIAA State Track meet which occurs at the end of May and beginning of June.
- Oversee summer housing mail services, inclusive of training summer staff and providing direction to Operations staff on mail forwarding and processing.
- Assist in the coordination of summer tour rooms and oversee Summer Conference Assistant staffing during designated tours at START (STudent Advising, Registration and Transition) throughout June.
- Assist with representation at campus resource fairs and orientation days to answer questions and provide information about Residence Life.

## **4. SOCIAL MEDIA & MARKETING**

- Under the direction of the Coordinator for Operations and Conference Services, create content for the Office of Residence Life social media accounts.
- Partner with other Residence Life staff on specific marketing campaigns for annual events such as move-in, returning student housing applications, and START.
- Utilize Canva design software to create Residence Life marketing materials, signs, and social media posts.

## **5. DEPARTMENTAL INITIATIVES**

- Support the Residence Life mission, guiding principles, and policies and procedures.
- Actively participate as a member of the Operations team, including attending regular Operations meetings.
- Establish and maintain regularly scheduled office hours.
- Attend Residence Life departmental meetings, Student Life Division meetings, and other training and professional development opportunities.
- With supervisory approval, participate in other Residence Life or UWL professional development opportunities. (Examples may include recruitment, training, conduct, advising and committee work.)
- Assist with other Operations team projects or initiatives.