

Job Title: Graduate Assistant – Residence Life Operations	
Supervisor: Michelle Edge, Coordinator for Operations & Conference Services	Department: Residence Life
E-mail: medge@uwlax.edu	Phone: (608) 785-8075
Start Date: June 1, 2023	End Date: May 17, 2024
Compensation: (Dates Specific to 2023-2024) <ul style="list-style-type: none"> • \$20,000 for 12 months, 29.5 hours/week (May 30, 2023 -May 17, 2024) <ul style="list-style-type: none"> ○ \$5,000 Summer Camps/Conference, Onboarding, Student Staff Hiring (May 30, 2023 - August 27, 2023) ○ \$15,000 Graduate Stipend (August 28, 2023-May 17, 2024) • Residence Life covers tuition \$10,350/year (paid in 2 or 3 payments to match course enrollment plans). • Furnished apartment (year-round), meal plan/campus cash, parking permit, laptop computer. • Financial support offered for professional development travel. • Eligible for health insurance through UWL. 	
About the Institution:	Founded in 1909, the University of Wisconsin-La Crosse is one of 13 four-year public institutions in the University of Wisconsin System. Current undergraduate enrollment is 10,314 students with 81% Wisconsin residents. Students can participate in over 102 undergraduate programs, 30 graduate programs, and 2 doctoral programs, with in an average undergraduate class size of 19. For more information, please view the university website .
Primary Duties:	<p>The Graduate Assistant for Residence Life Operations is an essential employee of the Operations Staff team in the Office of Residence Life. The primary responsibility during the academic year is to manage all daily operations of the Eagle Mail Center, including supervision of 10-15 undergraduate Mail Assistants and 1-2 Mail Center Leads. 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 all administrative operations related to mail. The Graduate Assistant for Residence Life Operations has different seasonal responsibilities related to summer housing operations. The Graduate Assistant for Residence Life Operations is supervised by the Coordinator for Operations and Conference Services.</p> <p>The job responsibilities require the Graduate Assistant for Residence Life Operations to work evenings and some weekends to meet the needs of the department, and to maximize our effectiveness in working with students. This is a live-in 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.</p>
Primary Duties:	<ul style="list-style-type: none"> • Eagle Mail Center Management – 35% • Student Staff Supervision and Development – 35% • Summer Housing Operations – 15% • Social Media & Marketing – 10% • Other Projects – 5% <p>A comprehensive job description explaining these duties can be found on the next few pages. For further questions about the department, please view the department website or contact Michelle Edge at medge@uwlax.edu.</p>

University of Wisconsin-La Crosse
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 in the Office of Residence Life. The Graduate Assistant for Residence Life Operations must be a fully enrolled graduate student at UW-La Crosse. The primary responsibility during the academic year is to oversee all daily operations of the Eagle Mail Center, including supervision of 10-15 undergraduate Mail Assistants and 1-2 Mail Center Leads. 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 all administrative operations related to mail. The Graduate Assistant for Residence Life Operations has different seasonal responsibilities related to summer housing operations. The Graduate Assistant for Residence Life Operations is supervised by the Coordinator for Operations and Conference Services.

The position is a 12 month appointment (May 30, 2023 – May 17, 2023), with reappointment of year two contingent upon an annual evaluation which would occur in the spring semester. The following job responsibilities will require the Graduate Assistant for Residence Life Operations to work evenings and some weekends to meet the needs of the department, and to maximize our effectiveness in working with students. This is a live-in 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.

JOB RESPONSIBILITIES:

EAGLE MAIL CENTER MANGEMENT – 35%

- Responsible for the overall administration and management of the Eagle Mail Center.
- Promote the development of a welcoming and inclusive student-centered mail center operation that provides an excellent customer service experience.
- Ensure that the mail center adheres to all service standards related to security, cleanliness, and mail regulations.
- Coordinate with mail carriers (UPS, FedEx, USPS, Amazon, etc.) on 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 mail center.
- Develop expertise in use of the StarRez package tracking module, including training of new staff in use of 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 & August.

STUDENT STAFF SUPERVISION AND DEVELOPMENT – 35%

- Responsible for recruitment, selection, onboarding, and training of Mail Center Assistants and Mail Center Leads.
- Responsible for supervision and evaluation of Mail Center Assistants according to their position descriptions and expectations agreement, 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 and build relationships.
- Coordinate with UWL Human Resources on onboarding payroll paperwork for Mail Center Assistants.
- Create a contingency plan for when Eagle Mail Center Assistants are absent and implement coverage so the Eagle Mail Center continues with normal operating hours.
- Coordinate payroll verification and approval of student employees.
- Utilize scheduling software to create and oversee the Eagle Mail Center student worker schedule.
- 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.
- Develop and cultivate an understanding of the intersecting identities on your team. Promote opportunities to share and discuss how cultural humility should be used to fulfill job responsibilities.
- 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.
- Conduct mid-year performance evaluations with Eagle Mail Center staff.

SUMMER HOUSING OPERATIONS- 15%

- 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 the WIAA State Track Meet event housing in June.
- Manage an assigned residence hall or residence hall area for the WIAA State Track Meet, including supervision of student staff, preparing guest rooms, overseeing check-in and check-out processes, and responding to incidents in housing areas during the track meet.
- Oversee summer housing mail services, inclusive of training summer staff and providing direction to Operations Staff on mail forwarding and sorting.
- Assist in the coordination of summer tour rooms and oversee Summer Assistant staffing of these tour rooms during START dates.

SOCIAL MEDIA & MARKETING- 10%

- Under the direction of the Coordinator for Operations and Conference Services, create monthly content for the Office of Residence Life Facebook and Instagram 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.

OTHER PROJECTS- 5%

- Support the mission, guiding principles as well as policies and procedures of the Office of Residence Life.
- At the direction of the Operations Team, facilitate follow-up and meetings with students who fall below required credit enrollment levels as noted in the housing contract. This may also involve outreach work to student who are not enrolled for classes ahead of the upcoming semester who still having active housing contracts.
- Assist with other Operations Team projects or initiatives.
- With supervisory approval, participate in other Residence Life or UWL professional development opportunities.
- Actively participate as a member of the Operations Team, including attending regular Operations Team meetings
- Establish and maintain regularly scheduled office hours.
- Attend Residence Life departmental meetings, Student Life Division meetings, and other training and professional development opportunities.
- Assist with other Operations Team projects or initiatives.

Position Requirements

- Admitted to UWL graduate school and enrolled in a graduate program.
- Preference will be given to graduate students pursuing a degree in Student Affairs Administration.

Compensation

- \$\$20,000 for 12 months, 29.5 hours/week (May 30, 2023 -May 17, 2024)
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