

RESIDENCE LIFE LEAD STAFF

Job Description

The Residence Life Lead staff member is a paraprofessional, undergraduate student who serves as an integral member of the Residence Life Staff. Leads, depending on their specific role in the department, may be expected to have contact with residents and as such play a pivotal role in the day-to-day operations of the department. The Lead works with the supervising professional staff member to support the mission of the Department of Residence Life and Augsburg College. As a Lead staff member, Leads serve as a resource on campus while assisting the professional staff member with community building, administration, and organizational efforts to ensure the success, development, and retention of students.

The Lead staff member will have a commitment to personal and professional development and the residence life community. The Lead staff member will have the ability to do the following: work independently and proactively, reflect great interpersonal skills, reflect positive personal character, and possess a high degree of ethics and professionalism. The Lead staff member will be an exemplary role model with the ability to work as part of a team in a unique and dynamic environment. Above all, the successful Lead staff member will possess an inclination for detail, project management, collaboration, and superior organization skills.

ADMINISTRATIVE TASKS:

- ◆ Delegating tasks, providing feedback, and motivating their peers.
- ◆ Completing job responsibilities in a thorough and timely manner.
- ◆ Assisting the team with opening and closing (includes returning early in August and January and leaving late at the end of the semester in December and May or as needed).
- ◆ Provide customer service to residents and their families
- ◆ Manage projects and effectively involve other team members as appropriate

SUPPORTING COLLEGE AND RESIDENCE HALL POLICY:

- ◆ Respond to student inquiries requiring knowledge of Augsburg College and residence hall policies, administrative processes, and housing procedures.
- ◆ Being thoroughly familiar with the Guidebook and Augsburg College policies including understanding the rationale for these policies.
- ◆ Responding to inappropriate behavior when it occurs and taking necessary follow-up measures (documentation/incident reports, peer advising, and referrals).
- ◆ Facilitating discussion and presentation of Augsburg College and departmental policies to other staff during training.
- ◆ Communicating and modeling behavior and policy expectations of Augsburg College to residents.
- ◆ Forwarding information regarding resident conduct to professional staff members as instructed or necessary.
- ◆ Maintaining confidentiality in relation to student information, databases, and information shared within the context of the position.

CULTIVATING DEVELOPMENT AS A PARAPROFESSIONAL:

- ◆ Recognizing and requesting continued opportunities for personal and para-professional development.
- ◆ Presenting on educational topics at staff meetings and training.
- ◆ Attending one-on-one meetings with their professional staff member.
- ◆ Being formally evaluated at least once a semester.
- ◆ Being open to feedback and adopting a reflective attitude on feedback.
- ◆ Recognizing and requesting refreshers on areas for personal and paraprofessional development.
- ◆ Reflecting strong communication skills and problem solving.

OPERATING AS PART OF A TEAM:

- ◆ Maintaining a professional decorum when dealing with colleagues and supervisors.
- ◆ Supporting staff programs through attendance and/or participation, and promotion as appropriate.
- ◆ Attending weekly staff meetings.
- ◆ Actively participating in socials and celebrations with staff.
- ◆ Continuously striving to work as part of the team by doing fair share of work and supporting other team members.
- ◆ Showing up on time and volunteering to help out.
- ◆ Being flexible and open to change.
- ◆ Collaborating on projects.

- ♦ Work effectively in a diverse work environment.
- ♦ Attentive to details – be accurate and precise.
- ♦ Work independently and show initiative.
- ♦ Retaining information and be able to explain it to others often times under duress.
- ♦ Locating the information needed quickly for a student or parent/guardian/family member while working with a number of applications and knowing how to navigate through them quickly while assisting students or parents/guardians/family members with questions.
- ♦ Reflecting a high level of skill with computer applications and verbal skills.

PROVIDING ON-CALL COVERAGE BY:

- ♦ Serving in an on-call coverage rotation with other lead staff members.
- ♦ Participating in evening and weekend on-call coverage for the Hall. On-call coverage includes:
 - Weekdays: Sunday through Thursday – 4:30 p.m. – 8:00 a.m.
 - Weekends: Friday 4:30 p.m. – Sunday 4:30 p.m.
- ♦ Responding to calls promptly and professionally, including remaining on-campus between 7:00 p.m. & 8:00 a.m. and responding within ten minutes when on-call.
- ♦ Addressing, responding to, and documenting student concerns including inappropriate behaviors, safety concerns and other resident needs.
- ♦ Communicating building activity and resident interactions in the on-call reports.
- ♦ Remaining in the building after 7:00 p.m.
- ♦ Providing coverage for the staff on-call cell phone.
- ♦ Serving holiday on-call during the following official Augsburg College holidays: Fall Break, Thanksgiving, Winter Break, Spring Break and Easter, as well as post-commencement, as assigned.

SUPPORTING THE DEPARTMENT BY:

- ♦ Attending departmental all-staff meetings.
- ♦ Assisting with the selection process for various departmental positions, including professional and student staff.
- ♦ Completing other duties as assigned by the professional staff member and/or Department of Residence Life, which help further the departmental processes, goals, and mission.
- ♦ Assisting with occupancy management and events related to occupancy development.
- ♦ Assisting with the organization of and attending spring orientation, fall training, winter training, in-services, and other training opportunities.
- ♦ Holding regular office hours (15 hrs/week).
- ♦ Conducting on-call responsibilities.
- ♦ Serving on the Residential Oversight Committee (ROC).

FOR YOUR INFORMATION:

- ♦ Lead staff members are encouraged to take an active role in the department and can do so by participating in committees.
- ♦ Lead staff members are perceived as representatives of Augsburg College in their relationships and contacts both on and off campus.
- ♦ Lead staff members are required to uphold Augsburg College standards as outlined in the Guidebook and Student Guide.
- ♦ Lead staff members work in various specific roles within the department with areas of focus. These may include areas such as office systems, communication/public relations, marketing efforts, training, or community specialists for a specific residence hall(s).

CONDITIONS OF EMPLOYMENT:

- ♦ Have a cumulative GPA of at least 2.50 at the time of application unless it is your first semester at the institution.
- ♦ Maintain a cumulative GPA of at least 2.50 through the period of employment.
- ♦ Discuss outside employment, extracurricular activities and involvements before employment and during employment must obtain permission from their Professional staff member before participation.
- ♦ Maintain a high level of confidentiality and professionalism.
- ♦ Will need to serve in the position for the entire academic year.
- ♦ Perform at least 20 hours of work a week.
- ♦ Be in good judicial standing with Augsburg College prior to and throughout the employment. A violation of college policies, local, state and/or federal laws will result in either probation, suspension, or termination

- ♦ Submitting to and passing background checks.

BENEFITS AND COMPENSATION:

- ♦ This stipend is a total of \$1,900 that is paid to the Lead staff member bi-weekly, incrementally and equally. The first pay period may be delayed by a few weeks because your fall start date doesn't necessarily align with Augsburg pay periods, but guarantee that all \$1,900 will be paid to you by your employment end date in May.
 - ♦ Housing credit equal to an Urness double rate with an additional \$1000 added to that housing credit. This housing credit will be paid to your student account twice per year, each payment equaling the semester cost/rate of an Urness double room + \$500. Depending on which residence hall you live in and what your housing rate is, you will still be charged the standard rate for that housing, but the compensatory housing credit will offset a large portion or all of that cost.
 - ♦ Meal plans are not provided by or paid for by the Department of Residence Life. All staff working in the residence halls are required to be on a meal plan, apart from those living in Luther Hall. This is in accordance with Augsburg College's contract with its food services provider.
- ♦ A higher degree of professional experience in a more administrative role that provides opportunities for large-scale project planning and execution,
- ♦ Practical experience in administration, crisis management, conflict mediation, teamwork, communication, event planning and organization, time management among many other life skills.
- ♦ Networking with faculty, staff, and administrators.
- ♦ Opportunity to work with a team of experienced leaders.