

The Apartment Assistant in Graduate & Family Housing Job Description

POSITION OVERVIEW

The Apartment Assistant in Graduate & Family Housing is traditionally a graduate student staff member whose primary responsibility is to ensure the safety and student support with their residents in each apartment. The AA is a very important position in Residence Life as it is the front line for the department. AAs develop community, enforce policy and handle crises, as well as foster an independent living environment that is supportive and productive to all groups and individuals at the university regardless of their race, gender, religion, nationality, sexual orientation, or ability. AAs are directly supervised by a member of the graduate hall director or professional staff and are expected to support the mission of the Residence Life Office.

AAs serve as role models on campus, to exhibit the ability to be effective listeners and excellent resources and to show ethical behavior at all times. AAs attend all trainings and meetings designated by the supervisor and are committed to self-development, the development of others, and to the mission and identity of the campus/residential college on which they work. The AA position is a live-in position, and as such AAs are expected to sleep in their own apartment each night. AAs are encouraged to get away one weekend per month.

As Residence Life staff members, AAs are an integral part of the staff team and to participate in the work that supports the development of inclusive and safe apartment communities. To facilitate the development of a staff team, AAs work cooperatively with all staff within the building and the department. Due to the unique nature of the position, the AAs scope of responsibility cannot be translated into hours worked per day or week. Furthermore, AAs are expected to provide support during emergency situations and other unexpected instances where residential staff support is required.

QUALIFICATIONS AND TERMS OF EMPLOYMENT

- Leadership potential as shown through past leadership experiences, recommendations, and a desire to advocate for residents
- Commitment to personal growth
- Sensitivity and genuine concern for other students that would compel one to form relationships with every resident assigned
- Strong interpersonal, critical-thinking, and communication skills
- Have live-on experience in the following capacities: lived on-campus for at least one semester either at Rutgers or another college or university essential; lived on campus at Rutgers or another institution at a summer institute or, been able to demonstrate an equivalent community-based experience

- Applicants must be in good academic standing demonstrating a GPA of 2.8 or higher
- Applicants must be enrolled in a graduate program at Rutgers University-New Brunswick by time of hire in April
- Applicants need to disclose any pertinent time commitments that impact their ability to fulfill the responsibilities of this role (including, but not limited to: internships, assistantships, jobs)
- Full participation in staff training programs and staff meetings is an important requirement of the position. This includes August and January Training, on-line training, campus in-services, and any other meetings as needed during the academic year. All staff must be present at all assigned training sessions; limited exceptions are granted and the unexcused absence of training programs may result in termination

REMUNERATION

- Full compensation includes the ability to live in your assigned apartment
- A single space will be provided for you based on your placement
- 150-meal plan per semester
- Your remuneration package is listed as a scholarship on your account
- If you receive financial aid, contact the Financial Aid office to determine how remuneration will affect your financial aid package

SUMMARY OF POSITION RESPONSIBILITIES

Problem Solving Responsibilities:

To achieve the goals of Residence Life, an AA must approach all situations in an educational manner showing care and respect for all students. The AA role in responding to student concerns and crises will allow staff to maintain a positive community, and to build relationships with students within each of their own apartments.

Crisis Response and Conflict Resolution:

- Respond to crisis situations as they occur, providing ample support and follow-up as needed
- Develop working knowledge of all crisis related protocols and resources
- Create an atmosphere where residents understand and respect the rights of others
- Empower and educate students to resolve and mediate conflicts on their own
- Mediate conflicts as needed. Notify appropriate supervisor(s) immediately of any conflicts that may escalate

- Inform appropriate supervisor(s) immediately about incidents that require graduate and/or professional staff

Duty and Policy Enforcement:

- Participate in a building and campus wide duty rotation during the academic year
- Conduct “rounds” throughout the building to confront and enforce policy violations
- Develop working knowledge of all university and departmental policies and procedures
- Document situations, and submit reports in a timely manner
- Address and report housing/facility issues as they arise. Support and work cooperatively with the housing and maintenance staff

****Note: Apartment buildings require student staff duty coverage during university breaks and holidays.***

Student Development Responsibilities:

Facilitating positive relationships where students learn to live independently is an integral part to achieving the goals of Residence Life. AAs will facilitate community development through meetings with individual communities to provide a wide variety of program initiatives and events.

Community Development:

- Develop individual communities that encourage academic and personal growth
- Promote inclusive communities (including special interest communities if applicable) that encourage acceptance and understanding
- Encourage dialogue amongst residents to establish clear and feasible living expectations and support healthy relationships with apartment-mates. Engage students in proactive discussions about living independently
- Create opportunities for residents to engage with others at the campus and university levels
- Foster an environment that embraces concepts related to civic engagement and social responsibility
- Implement a combination of formal programming and informal community development opportunities based on the needs of the community
- Develop an array of programs based on the needs of the residential community in accordance with the community development model
- Facilitate opportunities for residents to participate in the program planning and implementation process
- Provide opportunities for residents to learn about their respective building and campus identities
- Establish program partnerships with AAs and other campus and university constituents

- Promote and participate in campus and university wide programs and initiatives

Additional Responsibilities:

- Properly update and maintain community bulletin boards
- Check your mailbox and Rutgers email account on a daily basis
- Assist in room condition checks and key distribution/collection during the opening and closing of buildings