





### Administration

- x Maintain scheduled office hours and work schedule. This schedule should be designed so the AHD is accessible and available to students and staff. On average, the AHD will work 20 hours per week, not including on-call responsibilities.
- x Maintain open and ongoing communication between your supervisor, workers, and students by checking your staff mailbox, email, and office phone daily.
- x Respond to concerns, requests, and inquiries within a timely manner.
- x Develop an awareness of campus resources to be better able to refer and assist students and parents.
- x Coordinate and supervise the timely completion of all appropriate paperwork and reports (this includes but is not limited to programming paperwork, duty reports, etc.).
- x Responsible for any/ all keys, equipment, and supplies assigned to you. The loss or misuse of keys may result in probation or termination. Any expense related to the loss or misuse of keys, equipment, and supplies may be the personal responsibility of the staff member.
- x Effectively utilize Monarch Groups, StarRez, etc. to communicate important information to students on behalf of Housing & Residence Life and the residential community.

### Conduct/ Crisis Management

- x Support, implement, enforce, and interpret University and Housing & Residence Life policies and procedures.
- x Serve in the weekly on-call rotation for a residential campus of approximately 4,800 students.
- x Respond to parent and student concerns regarding crisis and emergencies in a timely and professional manner.
- x Serve as essential personnel in the event of a Housing & Residence Life emergency.
- x Assist with emergency closing and evacuation procedures as outlined in the Residence Education Manual(s) and communicated by Housing & Residence Life. This includes the possibility of relocating residents (in extreme weather).
- x Serve as a hearing officer for the Office of Student Conduct & Academic Integrity for the adjudication of residence hall policy violations.
- x Demonstrate understanding of the University's policies and procedures regarding the use of technology and the protection of student information.



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## Miscellaneous

- x Attend all scheduled meetings, trainings, and events as communicated by Housing & Residence Life.
- x Participate in staffing practices at all levels, which includes but is not limited to Resident Assistant and Desk Receptionist recruitment and selection.

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