Desk Operations Graduate Assistant  
Housing and Dining  
Northern Illinois University

Housing & Dining at Northern Illinois University manages the operation and staffing of all residence halls on the NIU campus and all dining facilities located within our residence halls. We are proud to house over 5,000 NIU students each year and look forward to welcoming our incoming students.

Department Mission: Housing & Dining is committed to providing a safe, supportive, and educationally empowering community where students can learn, grow, and be successful within a complex and diverse world. Through our facilities, programs, and the collaborative efforts of our staff, student leaders, and campus partners, we promote respect, individuality, and personal responsibility.

Student Affairs & Enrollment Management Mission: In alliance with the educational mission of Northern Illinois University, the Division of Student Affairs & Enrollment Management creates student learning opportunities beyond the classroom that inspire intellectual, personal, and civic growth for leadership in a diverse and complex world.

Position Summary: The Desk Operations Graduate Assistant (DOGA) is a ten and a half month live-in graduate assistantship and is supervised by a Complex Coordinator. This position is responsible for the day to day operations and management of reception desk, its staff and supports night security services in a residential facility housing up to 2000 students. A typical area staff team which a Desk Operations Graduate Assistant may supervise includes 12-15 undergraduate student management staff and 25-35 undergraduate direct service staff. The Desk Operations Graduate Assistant is responsible for fostering an environment of high quality student service while enhancing the community utilizing the learning outcomes of the Residential Curriculum. The Desk Operations Graduate Assistant also works with the Chief Clerk in each residential facility to track all administrative operations related to occupancy, mail, and keys. This is a live-in position which involves a level of accessibility and accountability to all students and staff, and includes management of situations and emergencies which may occur at any time of day or night.

Duties and Responsibilities:

1. Leadership:
   a. Promotes the development of a welcoming, and inclusive student-centered service operation
   b. Supports the mission, as well as, all policies and procedures of the department and the university
   c. Implements effective practices of customer service within the context of Housing & Dining protocol

2. Collaboration:
   a. Assists the Chief Clerk in the administration of a comprehensive reception, service, and security operation for a residential area
   b. Actively participates as a member of the Complex Team, along with the Complex Coordinator, Residence Hall Directors, Graduate Hall Directors, Chief Clerk, Dining Staff, Community Police Officers, Faculty Coordinators and Facilities Staff
   c. Coordinates and supports the recruitment, selection, hiring recommendations, and training of Residence Hall Operations student staff
   d. Actively participates in staff training and professional staff development sessions
   e. Assist with summer conference operations
   f. Assist with the management of hall facilities
   g. Assist with SMS access
   h. Performs other duties as assigned

3. Supervision:
   a. Supervises and evaluates Residence Hall Operations student staff
b. Assist in the selection, training development and evaluation of student staff

4. Develop and Present Training:
   a. Actively assists in the development and participates in scheduled staff development sessions and or retreats
   b. Provides just in time training for improved quality service within desk operations

5. Crisis Management and Adjudication:
   a. Participate in area on-call rotation including weeknights, weekends, and break periods when the university may be closed
   b. Responds to emergency and crisis situations and communicate necessary information appropriately
   c. Adjudicate low level violations of University and Housing & Dining policies
   d. Serves as a Campus Security Authority and must report security issues to appropriate university official

6. Development and Present Training:
   a. Attends regularly scheduled Service Operations, complex, and hall staff meetings
   b. Establishes and maintains regularly scheduled office hours during day and night services

Position Requirements:
- Admitted to Northern Illinois University graduate school and enrolled in a graduate course of study.
- Preference will be given to graduate students pursuing a degree in Counseling, Adult and Higher Education, but those pursuing degrees in a closely related field or discipline at Northern Illinois University will also be considered
- Successful background check clearance.

Qualifications:
- Experience working with students of diverse educational, racial, ethnic, and cultural backgrounds
- Previous residence life experience or group living experience

Salary/Compensation for a 10 month, 20 hours per week position include:
- Start Date: July 13, 2016
- Salary: $1,000 per month
- Housing in residence hall: Furnished one bedroom/one bath apartment with local phone, cable services, and high-speed internet
- Meal Plan: When Dining services are in operation.
- Other Benefits: Tuition waiver calculated at $357 per credit hour, professional development funds, reserved parking at a reduced rate (taxable benefit) and domestic partnership benefits, summer employment may also be available.

Northern Illinois University is an equal opportunity/affirmative action institution.

Contact information:
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To apply, send cover letter, resume and list of three professional references to: residence_life@niu.edu