

# Position Description: Assistant Apartment Director

Iowa State University • Department of Residence

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**Terms of Employment:** If you have applied and been accepted to the Higher Education Program at Iowa State University and registered for Interview Days, you are eligible for an interview. Interviews will take place as part of Interview Days (I-Days) February TBD. All others who have been accepted to a graduate program at Iowa State University should send a cover letter, resume and list of five references with contact information to:

Department of Residence Graduate Assistant Search  
c/o Sarah Holmes  
1205 Friley Hall  
Ames, IA 50012

**Compensation:** This 30-hour per week position is compensated monetarily for 20 hours (approximately \$2000/per month for 2022-2023). This also includes time off during university breaks. Compensation for the remaining 10 hours include:

- Furnished living space with telephone, access to laundry, and internet
- Board (when Dining Services is in operation)
- \*University health insurance
- Professional development money available (\$500) per fiscal year
- Graduate Assistants do not officially "earn" or "accrue" any vacation or sick leave.
- Contract start date July 1<sup>st</sup>, 2024
- Contract end date May 19<sup>th</sup>, 2025

\* Graduate assistants with an appointment of one quarter time or more for at least 3 months of the fall or spring terms receive self only health insurance coverage as a benefit of employment for the term at no cost.

For more information on graduate assistant policy, visit: <https://www.grad-college.iastate.edu/handbook/>

**Background Information:** The mission of the Department of Residence is to further the academic mission of the university by providing services and promoting living/learning communities that stimulate, enhance, and extend the total learning experience. Graduate Assistants play a significant role in carrying out the mission of the Department of Residence. Assistant Apartment Directors and Assistant Hall Directors will have a chance to fulfill this mission in our hall and apartment communities. Assistant Apartment Directors (AADs) and Assistant Hall Directors (AHDs) are live-in/on administrative positions with responsibility to assist the Apartment Director (AD) or Hall Director (HD) with providing the best educational environment and establishment of community within an on-campus facility. They are primarily responsible for supervising Resident Assistant, supervising the front desk staff, hosting student conduct meetings, and advisement of a hall or apartment council. The Graduate Assistant positions are academic year appointments with a maximum of 30 hours per week commitment (20 posted office hours), with full-time enrollment in a degree granting academic program at the Iowa State University. All Residence Life AADs and AHDs must assist in the establishment of community through intentional interactions with students and staff both inside and outside of the office environment.

- **Schilletter (SV) and University Village (UV) Apartments:** The SUV Community is the furthest North housing option on campus. UV is available to freshmen 19 or older and all sophomores, juniors, seniors and graduate students. SV is typically available to any student who is married or in a domestic partner relationship and/or has custody/visitation rights for dependent children; the student's spouse/domestic partner and/or dependent children. If the demand for family housing is low, single students may also be accommodated in this area. In that case, eligibility is the same as for UV. SUV has typically had a large number of international students in its population. Our apartment communities have some pet friendly apartments available. GAs working in SUV will collaborate with the Apartment Director, Administrative Assistants, and assist in the supervision of nine Resident Assistants. For more information about the SUV apartment community, please see our website at: <https://www.housing.iastate.edu/halls/university-village/> and <https://www.housing.iastate.edu/halls/schilletter-village/>

- **Frederiksen Court Apartments:** Located on the north side of campus, "Freddy" as it's known by residents, offers fully-furnished, four-person, single gender apartments. Freddy is available to freshmen 19 or older and all sophomores, juniors, seniors and graduate students. Our apartment communities have some pet friendly apartments available. GAs working in Freddy will collaborate with two Apartment Directors, Administrative Assistants, and assist in the supervision of 28 Resident Assistant. For more information please see our website at: <https://www.housing.iastate.edu/halls/frederiksen-court/>

## **Primary Duties and Responsibilities**

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### Community Development

- Develop relationships, programs, and initiatives that build apartment community.
- Meet, interact with, and provide counsel for individual students throughout the apartment community.
- Under the direction of the AD, work with AD to advise apartment council and encourage student participation and leadership in community functions and council.
- Respond to student behavior – supporting appropriate behavior and addressing inappropriate behavior through established department and university procedures.
- Assist with the development and promotion of the Living Learning Leading Model.
- Attend programs and activities within the community when possible.
- Ensure that publicity for events is inclusive, abides by departmental standards, and is timely.
- Assist staff in assessing student needs, planning and evaluation activities with information regarding university and community resources.

### Supervision

- Direct supervision of 5 student staff members.
- Evaluation of staff performance in all aspects, including desk work.
- Training and weekly meetings, both individual and staff-wide.

### Leadership and Administration

- Assist the AD and delegate leadership and responsibility role for the community if the AD's absent.
- Supervise the student staff, provide training, guidance, evaluation, direction, and assist with staff selection.
- Co-supervise the desk staff and their general duties (front desk operations, desk scheduling, etc.).
- Collaborate with AD and desk staff to maintain records of building occupancy, room changes, key inventory, and other administrative functions.
- Coordinate desk staff scheduling, ensuring that sufficient trained staff is available to cover all shifts.
- Develop working relationships with the administrative services staff, facilities staff, custodial staff, and food service (when applicable).
- Use of housing software applications, including StarRez and Maxient
- Support the student experience through excellent customer service.
- Attend all meetings as required.
- Create/Maintain/Establish a system (folder, materials, share drive, transitional report) to communicate to the next graduate assistant in order to better assist them in their transition.

### Student Conduct

- Respond to crisis situations both in apartment and while on duty rotation; follow up with individual student concerns.

- Under the direction of the AD, assist in adjudication of student conduct violations. Meet with students, explain student conduct procedures, discuss incidents, and make recommendations for sanctions.
- Monitor educational sanctioning procedures and process for assigned community. Ensure that the status of assigned educational sanctions is documented and maintained.
- Maintain communication with professional apartment staff, coordinators and other appropriate personnel regarding building and campus incidents, issues, and requests.

#### Departmental Committee Work

- Serve on at least 1 departmental committee.
- Attend all committee meetings as well as their functions.
- Be responsible for training and recruiting staff members when necessary.

#### On Call Duty Rotation

- Participate in professional and graduate assistantship on call rotation (approx. 15 days per semester).
- Phone accessible from 6pm-8am weekdays, 24 hours a day weekends when scheduled.
- Be within 15 minutes of campus and able to respond in person when needed.

#### Perform other duties as assigned

- Attend scheduled training sessions.
- Assume other job related responsibilities as requested or assigned.

#### **Required Qualifications:**

- Bachelor's Degree
- Admitted to a graduate degree program (must be admitted prior to obtaining an interview)

#### **Preferred Qualifications**

- Admitted to a graduate degree program under the division of Higher Education in the School of Education
- Experience working on or with a team / Displays leadership experience
- Experience engaging with marginalized populations and social justice conversations
- Strong administrative skills
- Strong written and verbal communication skills
- Strong desire to support student growth

#### **Relevant ACPA/NASPA Competencies:**

##### Advising and Helping

- Opportunity to co-advise residence apartment councils and cabinet members.
- Opportunity for judicial experience including adjudicating minor judicial cases and assigning sanctions.

##### History, Philosophy & Values

- Assist in the planning of a training program prior to fall semester and spring semester for all student staff and apartment employees. Conduct on-going training as needed.

##### Human & Organizational Resources

- Assign administrative tasks to apartment desk employees and review progress.
- Prepare for and conduct selection process for apartment desk employees each semester as needed.
- Coordinate evaluation process of apartment desk operations in fall and spring semester with Apartment Director (s).

##### Law, Policy & Governance

- Ensure that apartment desk employees comply with University and Department policies and procedures.

##### Leadership

- Supervise, train, and evaluate Resident Assistant staff in their apartment desk responsibilities.
- Holds workers and Resident Assistant (with Apartment Director) accountable for job responsibilities.

#### Personal Foundations

- Create an apartment desk atmosphere that is customer service based and a resource to students, guests and staff.

#### Student Development

- Assist/support students in a variety of capacities.
- Solve and/or follow-up with concerns of residents and visitors as it relates to the apartment desk.

#### **Contact (or Reports to):**

Sarah Holmes

Coordinator of Residence Life

515-294-5520

[sholmes@iastate.edu](mailto:sholmes@iastate.edu)