

GRADUATE ASSISTANT, ACADEMIC SUPPORT ASSISTANT POSITION DESCRIPTION 2019-2020

Updated December 2018

The Graduate Assistant – Academic Support Assistant is a unique part-time professional position. This position includes educational, supervisory and administrative functions that promote student engagement, academic success, personal development and a strong sense of community through the implementation of the residential curriculum. Campus Living supports the University at Buffalo’s mission by providing residential environments that assist students in being academically and personally successful. This position offers an opportunity to work with the academic enhancement/assistance programs within Residential Life. Specifically, this position gives support and direction to the Tutor Program. The Academic Support Assistant is expected to assist the Residential Education staff in the overall administration of academic support initiatives including the Tutor Program, Academic Initiatives, Learning Communities and Study Centers. This position requires evening and weekend availability. This staff member will provide supervision to Tutors. [This is a live-in position beginning August 1 through May 31.](#)

Candidates who have developed skills in the following areas, or an interest in developing skills in these areas, are encouraged to apply.

- Staff Supervision and Training
- Tutoring Program and other Residential Education Initiatives
- Student Conduct and Crisis Intervention
- Counseling, Helping, and Conflict Management
- Maintenance and Operations
- Administrative and Time Management

STATUS: Part-time, 10-month, live-off position beginning August 1, 2018 through May 31, 2019.

REMUNERATION

- This is a 10-month position.
- This is a salaried position with an average commitment of approximately 20 hours per week (sometimes more hours during peak times like opening/closing, exams, university open houses). This position is ineligible for overtime.
- \$10,000 stipend for 10 months. This is the gross (pre-tax) salary. Paid bi-weekly (First paycheck given in late August).
- In-State Tuition paid for Fall and Spring Enrollment. Out-of-state students will be responsible for the difference.
- A furnished one-bedroom apartment (including high-speed internet, cable and all utilities) during the department contract agreement. This is a live-in position.
- Partially funded meal plan provided during the Fall/Spring Semesters – amount TBD.
- University provided tuition, housing and meal allowances are reported to the Office of Financial Aid. Any university provided aid may impact financial aid award packages.
- Professional Development funds are available – amount TBD.

[Campus Living](#)
[Residential Life](#)

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QUALIFICATIONS: Minimum/Required: Bachelor's degree required. Previous experience in student leadership, peer tutoring, mentoring, academic support programs or teaching is required. Excellent administrative, as well as written and oral communication skills are required. Candidate must have demonstrated skill(s) in the area of community development. This position requires travel within the campus and between campuses. Candidates will need to demonstrate how the transportation needs of the job will be met. The ability to assist a diverse student population in developing a positive community is desired. Preferred: Candidates will be admitted to the Masters of Higher Education Administration (HEA) program or the Student Affairs Administration (SAA) program at the University at Buffalo. The preferred candidate will have been a Resident Advisor and/or student leader.

APPLICATIONS

External Applicants:

Information on the application process will be provided to eligible candidates by the SAA/HEA Program at time of application to the graduate program.

Application Deadline:

Full consideration will be given to candidates who have been admitted into the master's program in Higher Education Administration (HEA) or Student Affairs Administration (SAA), at the University at Buffalo. [Application deadline is January 15, 2019.](#)

[Oshkosh Placement Exchange \(OPE\) participants encouraged to apply no later than March 8, 2019. Applications considered until class is filled.](#) OPE candidates who do not have a completed application for the SAA or HEA graduate program may submit the following in lieu of an official application (an official application will be required prior to admission):

- A resume
- A cover letter
- Contact information for one academic and two professional references
- An unofficial transcript
- A writing sample (a personal statement utilized as part of a graduate school application, or a completed paper submitted for grading as part of a course requirement)

For newly admitted students, we will be conducting interviews at the Oshkosh Placement Exchange (March 1 – 2, 2019) and on campus (February 28 – March 1, 2019).

SPECIAL INSTRUCTIONS

- This position is a one-year term, renewable (based on performance and departmental need) for a maximum of two years.
- Successful candidates will be required to pass a background check before being hired and will be required to provide an official transcript of most recent degree conferred before the start date of employment.
- Any adult living in the provided on-campus apartment will also be required to pass a background check.

DEPARTMENTAL CONTACT:

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THE UNIVERSITY AT BUFFALO IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER (AA/EOE).

In accordance with Federal and State Laws no person in whatever relationship with the University at Buffalo shall be subject to discrimination on the basis of age, religion or creed, color, disability, national origin, race, ethnicity, sex, marital or veteran status. Additionally, New York State's Executive Order 28 and the University Board of Trustees' policy prohibit discrimination on the basis of sexual orientation.

ACADEMIC SUPPORT ASSISTANT POSITION RESPONSIBILITIES

Staff Supervision and Training (25%)

- Direct supervision of 18-20 Tutors.
- Conduct individual meetings as directed with Tutor Staff to develop and review goals/outcomes achieved, discuss issues, recognize contributions, provide and solicit feedback.
- Conduct monthly Tutor Staff meetings (or as designated).
- Conduct tutor training at beginning of fall and spring semesters, and on-going training/development according to staff needs.
- Address staff personnel issues.
- Attend all departmental and area training sessions and workshops, as required. This includes presenting to the Professional and Paraprofessional Staff as a whole.
- Assist the Residence Education staff with in-area training and on-going training/development according to staff needs.
- Conduct formal evaluation of Tutor Staff (end of Fall and Spring semesters).

Tutor Program Management and Other Residential Education Initiatives (45%)

- Oversee recruitment, selection and hiring of tutors.
- Regularly monitor and respond to tutor email account.
- Track tutor hours worked and tutor session information.
- Manage tutor appointment system.
- Develop and distribute tutor schedule each semester.
- Conduct observations of tutors.
- Coordinate and monitor tutor certification.
- In conjunction with ARC staff, plan and implement tutor training program.
- Assist in advertising and marketing of tutor program.
- Manage tutor program budget including maintaining a spreadsheet/database, turning in receipts.
- Conduct assessment of tutor program.
- Train and monitor STAR-NY online tutor.
- Conduct outreach to designated students for academic support.
- Collaborate with the Office of Student Success & Retention on Student Success Collaborative platform usage.
- Create large-scale study sessions partnering with UB Curriculum Office and appropriate faculty.
- Collaborate with LLC program staff to develop community-specific study sessions.
- Assist in the hiring, scheduling and training of study center staff.
- Assist in the supervision and monitoring of the residential study centers.

Student Conduct Crisis Intervention (5%)

- Use departmental protocol to respond to crisis or emergency situations, which includes providing guidance to Paraprofessional Staff and students.
- Assist other staff and offices, including University Police or Student Conduct, to investigate and resolve student conduct issues.
- Provide post-crisis referrals and follow-up with students and staff.
- Complete discipline paperwork if needed, i.e. incident reports or letters.

Maintenance and Operations (5%)

- Report on-going facility and safety/security needs.
- Maintain a relationship with building cleaning staff and maintenance staff including administrative support staff and work directly with the Residential Facilities and hall staffs to resolve maintenance issues.

Counseling/Helping/Conflict Management (5%)

- Serve as a resource and referral agent for students and staff with a focus on student success.
- Advise and counsel students in crisis within the residence hall.
- Diffuse staff/student conflicts as appropriate.
- Provide appropriate referrals and follow-up with students and staff.

- Complete discipline paperwork if needed, i.e. incident reports or letters.

Administrative/Time Management & Departmental Involvement (15%)

- Attend various departmental meetings on a weekly/biweekly basis including, but not limited to:
 - Residential Life Meeting/Development Session (1 hour weekly)
 - Area Staff Meeting (two hours bi-weekly)
 - Meeting with supervisor (one hour weekly)
 - Meeting with Assistant Director (monthly)
- Individual meetings with Tutors (one to three hours per week)
- Maintain set office hours each week – per supervisor instructions. Evening commitments such as staff meetings and program attendance are also expected.
- Prepare monthly data reports as directed by supervisor.
- Prepare end of semester reports in December and May.
- Carry a cell phone provided by the department.
- Participate in at least one Residential Life committee (optional).
- Attend and participate in all Professional Staff training and Paraprofessional Staff training.
- Participate in and carry out responsibilities as required by the professional staff selection process.
- Collaborate with other departmental and university offices such as University Police, Counseling, Student Life, Residential Operations, Residential Facilities or Wellness Education Services.
- Represent the department at various functions such as Nancy Welch Awards, Paraprofessional Staff Appreciation Banquet, Paraprofessional Extended Training, RHA Association Awards and other events as needed.

Professional Staff On-Duty Commitments

- AHD/ACD will participate in a rotating “on-duty” system for the residential area, which includes responding to emergencies on evenings and weekends. *These professional obligations are in addition to the outlined 20 hours (approx.) per week.*
 - The AHD/ACD will carry a cell phone provided by the department.
 - Maintain a 10-minute radius of the duty area when on duty.
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PROFESSIONAL STANDARDS AND PROFICIENCIES

In evaluating the performance of a Graduate Assistant, success in the tasks given will also include the following competencies.

- *Job Knowledge/Potential* - Possesses the competence, knowledge and experience to perform the job effectively and efficiently. Applies technical and procedural knowledge to get the job done. Continuously expands job knowledge and keeps abreast of new developments and displays innovation. Completes Professional Development Plan.
- *Interpersonal Relations/Skills* - Is cooperative, considerate and tactful in dealing with customers, co-workers and the public. Gains confidence and trust of others and exhibits appropriate sensitivity to others. Works effectively with others on a team.
- *Reliability and Commitment*- Consistently meets deadlines and is able to juggle competing priorities without sacrificing quality/accuracy. Demonstrates commitment to the unit and University goals and can be trusted to follow through on commitments.
- *Communication* - Clearly and convincingly expresses thoughts, ideas or facts orally and in writing. Responds appropriately to both written and oral directives and ensures clear, timely communications to others. Builds effective formal and informal communication channels.
- *Judgment & Accountability* - Uses good judgment and follows up as needed. Anticipates and identifies problems and helps to bring about resolutions. Is open to or offers different solutions and determines what to handle independently and what to refer. Is accountable and takes responsibility for own decisions and actions.
- *Customer Service* - Provides quality service to customers and seeks feedback from internal and external customers. Anticipates customer needs and continuously searches for ways to increase customer satisfaction.

- *Management/Supervision* - Visualizes, creates, communicates and sustains a positive environment. Delegates appropriately and promotes teamwork and cooperation. Effectively motivates, coaches, develops and evaluates staff.

SPECIAL EVENTS AND COMMITMENTS

The Graduate Assistant position is a part-time position. It is important to recognize that the demands of a residential life position are different from other jobs. The position requires an average of 20 hours per week for a commitment of 900 hours per year. Although GAs are expected to work a full 40 hours per week during Fall Training, GAs are not scheduled to work during periods when the residence halls or apartments are closed. While the RHD/CD is away, the AHD/ACD will assume hall leadership under the supervision of an Assistant Director. Other GAs (RHA Co-Advisor, Living Learning GAs) may be asked to assist during these times.

The following events/time periods are mandatory and offer less flexibility in time management than typical weeks.

Late July/August Staff Training— five weeks including some night/weekend responsibilities.

Hall Opening/Closing—full days to cover hall responsibilities to be shared with RHD/CD.

Open House Days—2-4 days each semester.

Paraprofessional Staff Selection—two weekend days each semester (Fall Semester if needed).

January Professional and Paraprofessional Staff Training—full time, one week including weekend responsibilities.

Graduate Assistants are often considered essential employees of the university, and may be required to work in order to provide essential services for students when other staff cannot. This may include official university closings due to extreme weather or when other professional staff members may not be able to be on campus.

All Graduate Assistants must be enrolled a minimum of 9 credits at UB for both Fall and Spring semesters, even if the graduate program or graduate school categorizes you as full-time, with less credits, for other purposes. All GAs must commit to a full academic year appointment (fall/spring). Students who intend to graduate mid-year, or fall below 9 credits should not apply.

Due to the nature of the work – evening commitments, duty (live-in positions), and schedules that fluctuate from week to week, no more than 15 hours of commitments (internships, outside employment) is permitted. Outside work, including internships for credit, must be approved by the supervisor, prior to accepting employment/internships. Internships/employment cannot interfere with their availability for duty. Their personnel “appointment” as a Graduate Assistant may also prevent them from being eligible for compensated work in another office on campus. Any compensation received for work outside of the GA position could impact financial aid. While holding a GA position, they must remain in good academic standing, including not being placed on probation.

Agreement Start Date:	August 1, 2019
Report to Work Date:	August 1, 2019
Access/Move-in to Apartment:	July 26, 2019
Release Date for Fall Recess:	November 27, 2019 at 3 pm
Return Date from Fall Recess:	December 1, 2019 – time TBD with Assistant Director
Release Date for Winter Recess:	December 18, 2019 at 5 pm
Return Date from Winter Recess:	January 21, 2020 at 8 am
Release Date for Spring Recess:	March 14, 2020 at 3 pm
Return from Spring Recess:	March 22, 2020 – time TBD with Assistant Director
Release Date for End of Year:	May 20, 2020 at 5 pm
Agreement End Date:	May 31, 2020
Vacate/Move-out of Apartment:	no later than June 5, 2020 at 5 pm

EVALUATION

The Graduate Assistant is evaluated on a semester basis or as needed. A formal written evaluation is done once a semester and submitted to the SAA Administrative Director. The RHD or CD (or direct supervisor) evaluates the Graduate Assistant. As this is considered a supervised-practice experience, ongoing communication between supervisory staff and graduate faculty is typical.

CAMPUS LIVING OVERVIEW

Campus Living is the largest self-sufficient unit in UB's Division of Student Life; we have our own human resources, budget office, IT operation, custodial and building services staff. Campus Living has worked to implement a Residential Curriculum over the past five years that is a part of the day to day operations of residential program. In a department that has over 250 full time employees and over 210 Paraprofessional Staff members, AHD/ACD positions are administratively heavy. The majority of student contact will come from meetings with Paraprofessional staff members. Interactions with residents will come from meetings, advising hall council, academic outreach and addressing student needs.

AREA DESCRIPTIONS

The University at Buffalo houses approximately 5,750 students in residence halls on both the North and the South Campus, and approximately 2,600 students in apartments located on and adjacent to the North Campus. Listed below are descriptions of the three residence hall areas:

Residence Hall Areas

Ellicott Complex and Greiner Hall: The Joseph Ellicott Complex is a self-contained living area housing more than 3,000 students. Ellicott is divided into six quadrangles (residence halls)--Fargo, Porter, Red Jacket, Richmond, Spaulding, and Wilkeson. Living areas are co-educational by alternating sections. Several special-interest areas are located within Ellicott. All of Wilkeson and Spaulding, and part of Richmond house first-year students. Fargo, Spaulding and Wilkeson house Living-Learning Communities.

William R. Greiner Hall is located next to the Ellicott Complex and houses 600 students and is the only facility that serves a sophomore-only population. The building offers suite-style living with two double rooms with an adjoining private bathroom and storage area. Kitchens, laundry rooms and lounges are on every floor, as well as study spaces and intimate seating areas throughout. Multipurpose space for workshops and social gatherings are all available to students.

South Campus Residence Halls: There are two residence hall facilities on the South Campus: Clement and Goodyear. The South Campus is located at the northern edge of Buffalo, bordering the suburb of Amherst. Each hall houses about 500 students. All of Goodyear houses first-year students. Some floors house Living-Learning Communities. Many new students are assigned to the South Campus.

Governors Complex: The Governors Complex has 4 halls in semi-suites, each consisting of four double rooms, a bathroom, and a small lounge. Each hall houses 200 students and 6 Resident Advisors. A large portion of the student population in this complex are first-year students, and many participate in learning communities.

Apartment Areas

Creekside Village is a peaceful townhouse type complex. Located at UB's north end near Bizer Creek. Creekside is one of few "green" campus housing complexes; its landscape and architecture were designed to preserve natural surroundings and for maximum energy efficiency. Creekside offers accessible ranch-style units. Half of the Creekside Village apartment complex is available to graduate students and professional students, and the other half of designated for second-year students.

Flickinger Court is located in the town of Amherst, adjacent to UB's North Campus. Flickinger Court is a townhouse complex designed to meet the needs of married, traditional, and nontraditional students and their families. Flickinger Court apartments are available to Graduate students, professional students, students with families and faculty and staff and offer 12 month leases.

Flint Village is located at UB's main entrance and is a short walk to academic buildings on UB's North Campus. The complex features comfortable and convenient living including its Arts & Crafts-style community center, and is arranged on a beautifully landscaped 16-acre site. Flint apartments are available to professional students and upper-class undergraduate students.

Hadley Village is located on the west side of UB's North Campus and is convenient to the academic "spine." Hadley Village apartments surround a beautiful community building with conference room, mail room, fitness center, and fireplace lounge. Hadley apartments are available to upper-class undergraduate students.

South Lake Village is located on the shore of Lake LaSalle and is a convenient walk to UB athletic and arts events and the academic "spine." The complex, including its large community center, is arranged on a scenic 13-acre lakeside site. South Lake Village apartments are available to professional students and upper-class undergraduate students.