JOIN OUR TEAM!
APPLY TO BE AN
Operations and Student Success GRAD

WHY KSU?

► We have unique opportunities to make a positive impact on our students that motivate us to pursue excellence every day
► We strive to create an environment where our team feels celebrated, supported and empowered
► We believe in the appropriate balance of work, self-care and personal and professional development
► We have fun! We recognize that it’s important to get to know our team members as people first, and to celebrate our victories

ROLE DESCRIPTION

► 10-month commitment (with a potential extension for summer) as a live-in staff member within the Department of Housing and Residence Life.
► 20-hour per week position dedicated to supporting our three campus areas (North, South, and Marietta), collaborating closely with professional staff.
► Responsible for managing the conduct process, connecting with at-risk students, and improving processes to increase the efficiency of Residence Life

BENEFITS

► Fully Furnished On-Campus Housing Accommodations
► Professional Development Opportunities
► Hourly Pay, 20 Hours Per Week

APPLY TODAY!
FIND THE APPLICATION HERE
GRADUATE ASSISTANT OF OPERATIONS AND STUDENT SUCCESS

POSITION DESCRIPTION
The Graduate Residence Director for Operations and Student Success (GRD) at Kennesaw State University is a graduate, 10 month with a potential of summer (June - July), live-in staff member of the Department of Housing and Residence Life. The GRD position is a 20 hour per week position and will work alongside professional staff support our three campus areas (North, South, and Marietta) in managing the conduct process, connecting with at-risk students, and improving processes to increase the efficiency of Residence Life. The GRD position requires a strong work ethic, a positive attitude and enthusiasm for the residential experience on a college campus.

BENEFITS
Compensation includes hourly pay for 20 hours per week per semester and fully furnished on-campus housing accommodations with utilities (may be shared with a graduate student or partner).

RESPONSIBILITIES INCLUDE

Administration
▶ Execute various administrative functions, including but not limited to: collaborate with Associate Director of Operations and Student Success to ensure accurate reporting from Housing and Residence Life for the annual university report
▶ Oversee the residential conduct processes in conjunction with the Student Conduct and Academic Integrity Office
▶ Provide quality customer service for both internal and external stakeholders

Residence Education
▶ Promote an environment that supports the department’s, division’s and the university’s mission, vision, values and goals
▶ Assist residents with various issues related to on-campus living (roommate conflicts, conduct, etc.)
▶ Review, assess charges and distribute conduct cases to Residence Life professional staff (i.e., Community Coordinators, Assistant Director of Residence Life, etc.)
▶ Assist with residential conduct process in conjunction with the Student Conduct and Academic Integrity Office

Process Improvement
▶ Review and edit processes within the Residence Life software system (i.e., StarRez, Qualtrics) to increase the efficiency of the department
▶ Troubleshoot and mediate issues with the software system
▶ Assist the Associate Director of Operations and Student Success in reviewing and updating standard operating procedures of the department
▶ Complete benchmarking and data collection for residential education initiatives (First Gen, LLVs, Curriculum, etc.) in order to assess and recommend necessary changes

Safety, Security & Crisis Management
▶ Respond to emergencies utilizing institutional and departmental guidelines
▶ Provide leadership during crises in the residence halls and on the campus at large as needed
▶ Serve in a secondary on-call rotation for high volume times
  • Fall: Opening, Labor Day weekend, Fall Break, Halloween, Finals week, Winter Break Period
  • Spring: Opening, MLK weekend, Spring Break, Finals week
▶ Collaborate with other campus departments such as Public Safety, Student Health Services, etc. in case of an emergency
▶ Assist following up with at-risk students
▶ Sit on the Housing and Residence Life Care Team

PREFERRED QUALIFICATIONS INCLUDE
▶ Bachelor’s degree
▶ Experience in Housing and Residence Life

MINIMUM QUALIFICATIONS INCLUDE
▶ Bachelor’s degree
▶ Student Leadership Experience
▶ Must be enrolled in a Kennesaw State University graduate program

APPLY HERE