Binghamton University - Residential Life
Operations Graduate Assistant

Overview
The responsibilities of the Residential Life Operations Graduate Assistant will be to provide support for the Assistant Director for Operations and Safety and Associate Director of Operations and Crisis in relation to operational management of the Chenango-Champlain Collegiate Center (C4), Hinman Student Success Center, and various projects for the Office of Residential Life.

Job Description

General:
- Attend weekly 1-on-1 meetings with supervisor
- Hold 10 office hours per week in each location (NAR and C4, 20 hours total) to support faculty, staff, and students.

Residential Life Operations:
- Assist in serving as a liaison between Residential Life and Physical Facilities personnel to coordinate painting and repair processes for residence halls.
- Assess if work orders have been completed in a timely manner.
- Co-manage the Dickinson Storage Locker system and administer the application process for academic year and summer rentals. Work with Residential Life Marketing to advertise locker rental program.
- Inventory furniture and equipment in all Residential Life storage rooms. This includes making sure items are stored properly and in the appropriate locations.
- Assist with end-of-year damage billing as needed.
- Coordinate service calls and deliveries with outside contractors and vendors; provide on-site direction
- Provide continuity efforts with projects extending into the fall and spring semesters
- Oversee the ‘Ditch the Dumpster’ donation program in conjunction with local nonprofit organizations

Chenango-Champlain Collegiate Center (C4) & Hinman College Student Success Center (HSSC):
- Co-supervise 25-35 student Resource Managers, responsible for monitoring and facilitating operations in the C4 and Nelson A. Rockefeller buildings. This includes shift scheduling, facilitating meetings and/or training sessions, maintaining online shift schedules and timesheets, and reporting staff issues to supervisor.
- Identify when resources are needed in the Student Success Centers, C4 Multi-Purpose Room, various work stations, and working with supervisor to procure.
- Complete inventory and furniture condition reports to inform recommendations for repair and/or replacement of furniture, furnishings and equipment.
- Aid in the hiring process for new Resource Managers during the fall and spring semesters.
- Coordinate the scheduling of the C4 Multi-Purpose room and conference room. This includes meeting with individuals/groups requesting to use these locations in order to: review proposed setups, collect information for setup diagrams, process billing information, and/or develop additional plans for accommodation as needed.

Requirements
- Full-time graduate enrollment at Binghamton University for the 2020-21 academic year
  - Preferred academic concentration in Student Affairs, Public Administration, and/or Sustainable Communities
- Previous customer service experience
- Availability that provides for night and weekend responsibilities
- Excellent interpersonal skills
- Strong experience with computers, databases and spreadsheets
- Excellent written and oral communication
- Ability to work independently and as a member of a team
- Knowledge of space reservation processes
- Experience with communicating with internal and external groups
- Strong attention to detail
- Demonstrated ability to work with diverse groups and constituents
- Ability to lead a team
- Problem solving skills and the ability to work in a fast-paced work environment

**Stipend:**
This assistantship includes a salary stipend for the academic year of $10,200, paid biweekly. This position is represented by the Graduate Student Employees Union (GSEU) and the stipend includes all potential union-negotiated raises applicable for the academic year. Twenty hours of work per week is expected.

**To Apply:**
Interested candidates who are currently Binghamton University undergraduate or graduate students should submit a resume, cover letter and contact information for three professional references through hireBING.

Candidates not currently enrolled at Binghamton University should submit a resume, cover letter and contact information for three professional references via email to J.J. Brice at jbrice@binghamton.edu.