

**University of Wisconsin-Milwaukee**  
**University Housing Residence Life Assistant Position Description**

**Position Duration:** August to mid-May; renewable based upon performance.

\*Housing has summer continuation opportunities if wanting to reside in Housing over summer months.

**Reports to:** Assistant Director for Residence Life (University Housing)

\*Pending new position being approved in 2019 a new supervisor would occur

**Compensation:** Staff is provided a single room in residential apartment facility, a \$600 monthly stipend, and partial meal plan in gold dollars in exchange for approximately 15 hours per week and additional on-call responsibilities. \*\*If Marquette student, enrolled in MU Student Affairs in Higher Education program, 6 credit tuition scholarship is likely\*\*

**Residence Life Assistant for Desk Operations (live in position)**

- Serve as the co-supervisor of a Service Desk operation (Sandburg or Cambridge/Riverview) ranging from eight to twenty five employees
- Provide exceptional customer service to internal and external constituents
- Recruit, hire, train and evaluate student staff
- Provide ongoing staff development and programs
- Maintain staffing levels for a 24/7 operation
- Serve as a resource for staff and students
- Work weekly desk shifts
- Serve on duty rotation (outlined below)
- Provide support to University Housing professional staff through other duties as assigned

**Residence Life Assistant Duty Rotation Expectation**

Each resident life assistant will be “on duty” a total of 21 days per semester, and will respond to lower-level calls (alcohol over-intoxication, suspicious smells, etc). During this time they will be:

- First-responders for South Campus if RPSOD lives on North Campus. During this time they will be available to respond to situations in Kenilworth, Riverview, and Cambridge, and must work in one of those buildings between 7pm to 2am. RPSOD will call them to respond to calls that require physical presence.
- First-responders for North Campus if RPSOD lives on South Campus. During this time, they will be required to work in Sandburg from 7pm to 2am. RPSOD will call them to respond to calls that require physical presence.
- At all times, if Kenilworth is evacuated for fire, they will act as a support to evacuation needs whenever present.

**Preferred Qualifications:**

- Enrollment in Higher Education & Student Affairs, College Student Personnel, or other college student experience related masters program
- Previous experience in RA or other duty/on-call roles on any university campus
- Previous experience working at a service desk or in a customer service role
- Previous experience with supervision
- Knowledge of the University of Wisconsin Milwaukee

**Required Qualifications:**

- Enrolled in a graduate program
- Driver's license, good driving record, and ability to become driver certified