

INTERN POSITION: Graduate Hall Director, Residence Life & Housing

The Intern Graduate Hall Director (IGHD) for Student Life, Residence Life & Housing (RL&H) is a part-time, 12-month, live-in position responsible for learning and applying overall management of an undergraduate residence hall. As a member of the Residence Life and Housing staff, the IGHD provides a context within which students develop the skills required for academic excellence, self-responsibility, cultural awareness, and social interaction. The IGHD learns and applies this knowledge in facilitating student development through individual student interactions, establishing community within assigned residence hall, and developing leadership skills of assigned staff. The IGHD learns to conduct one-on-one and full staff meetings with the Resident Assistants and assists with hall programming and events. The IGHD performs under the supervision of an Assistant Director. To benefit from the full graduate hall intern experience, the IGHD serves in an on-call duty rotation to intervene in emergency and crisis situations and plays a critical role in the student judicial process.

The Graduate Hall Director is recognized as a University Official and represents the university and the department on and off university property. Under the supervision of the Assistant Director for Residence Life, the Graduate Hall Director will fulfill the general requirements and responsibilities in this job description and the Graduate Hall Director employment agreement.

Preferred Experience and Qualifications

- A Bachelor's degree and campus involvement experience that demonstrates interest in Student Affairs.
- Resident Assistant or other campus leadership experience is, supervision experience preferred.
- Ability to interact with a diverse population.
- Maintain a professional attitude in time of crisis.
- Exceptionally strong communication skills (verbal, written, interpersonal, presentation) and ability to quickly establish and maintain strong rapport with a diverse student body as well as throughout the university and external community.
- Ability to maintain confidential information in a professional manner.
- Enrolled in a Queens University graduate program.

Terms of Internship

Start Date:

- Expected start date for the IGHD for Community Engagement is **June 1, 2021**

On-Campus Housing REQUIRED:

- Due to the nature of this role, IGHDs are required to live on-campus and must sleep and live-in the assigned IGHD room and building.

Required Training & Important Dates:

- IGHDs must be present for RL&H staff training and processes specifically the following dates:
 - Residence Life staff training: **July 12-16, 2021**
 - Head RA Training **August 10-12, 2021**
 - RA fall training: **August 14-25, 2021**
 - Move-in: **August 26, 2021**

- Winter Closing: **December 18, 2021**
- Move out: **May 8, 2022**
- RA Staff Meetings: **Wednesday's at 10:40am-11:40am**
- RA Class: **Fall Fridays 3:45- 4:35**

Internship hours:

- The position requires approximately 20 hours per week including evenings and weekends. There may be times during the year such as beginning of the term training, the opening and closing of the halls when the IGHD will contribute beyond the regular 20 hours per week.

Benefits:

- You will learn best practices in university residence life and housing that will allow you to further your career in higher education.
- This is a mandatory live-in position that includes a rent-free, one bedroom, furnished on-campus apartment including water, electricity, cable, internet, and free on-site laundry. On-campus apartments are pet and partner friendly.
- In addition, IGHDs are provided a free campus dining plan during the academic year, free on-campus parking, and free membership to Queens Fitness Center
- IGHDs enjoy flexible scheduling within and are eligible for sick and vacation time to be coordinated with immediate supervisor
- IGHDs are eligible for 2 tuition-free graduate courses per academic semester
 - Note: 2 graduate courses per semester is considered "full-time"

Essential Duties and Responsibilities

As an intern, you will learn and apply knowledge and skills in the following areas:

Supervision:

- Directly supervise 4-6 Resident Assistants
- Provide on-going support, training, and development to student staff through bi-weekly 1:1 meeting
- Evaluate all in-hall student staff and collaborate with staff to develop action plans for growth
- Participate in bi-weekly 1:1 meeting with the Assistant Director of Residence Life and Housing
- Participate in weekly department meetings, including Residence Life meetings and Team meetings
- Assist in the recruitment, selection, and training of student staff

Community Development:

- Facilitate the development of a positive and inclusive residence hall community
- Develop meaningful connections with students and staff by being available and visible in the building/complex
- Consistently enforce University and residence hall regulations through conversations with students, incident reports, and educational sanctioning
- Serve as hearing officer for cases involving violations of Residence Hall and University policies
- Mediate resident conflicts as necessary and make appropriate assignment recommendations
- Conduct wellness checks in collaboration with Campus Police to ensure the well-being of the students

Administrative and Facility Management:

- Coordinate and oversee the administrative responsibilities of the building in an accurate and timely manner, including housing room changes, damage billing, community incident reports, conduct paperwork, etc.
- Attend weekly Residence Life & Housing staff meetings (Wednesday 10:40-11:40)
- Establish collaborative relationships with University colleagues, including Office of Student Life staff, the Queens Police Department, Residential Custodial Staff, and Facilities personnel
- Communicate facility and maintenance issues and share student needs and recommendations
- Respond to crises, incidents, and facility needs that may arise in your community
- All other duties as assigned. Position description subject to change based on university and department priorities.

Weekends and On-Call Rotations:

- IGHDs are key partners in the social, co-curricular, and academic engagement opportunities provided by RL&H. IGHDs also serve in an on-call duty rotation, responding to student crises and emergencies. This necessitates IGHDs being on-campus and available on nights and weekends and within 15 minutes of campus when serving as the staff member on-call.
- IGHDs are considered mandatory reporters under Title IX and the Clery Act.
- IGHDs are expected to abide by and report violations of all local, state, and federal laws and regulations.

Secondary Duties and Responsibilities:

- Other duties and special projects may be assigned to further the intern's development.

Application Process

Qualified candidates should submit the documentation listed below via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete applications will not be considered. Queens will continue to accept applications until the position is filled. Include the following:

1. A cover letter addressing the position qualifications and experience
2. Current résumé
3. Contact information for three professional references.

Be sure to include "SL-IGHD" and **YOUR NAME** in your email Subject Line.

(**Example:** SL-IGHD Nolan Wesley)

Applications received by April 15, 2021 will receive first consideration. Queens will continue to accept applications until the position is filled.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, including traditional and non-traditional students as well as those pursuing graduate degrees

and certifications, Queens' staff members are integral to the University's mission of providing students with transformative educational experiences that nurture intellectual curiosity, promote global understanding, encourage ethical living, and prepare individuals for purposeful and fulfilling lives. Our staff experience rewarding work in a supportive environment that encourages continuous growth and learning-, and robust benefit offerings including generous tuition remission.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Physical Requirements (*with or without reasonable accommodation*)

- *Eye-Hand Coordination:* Requires hand-eye coordination and manual dexterity sufficient to operate a computer keyboard, copier, calculator, and other office equipment.
- *Talking:* Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
- *Repetitive Motion:* Movements frequently and regularly required using the wrists, hands, and/or fingers.
- *Average Hearing:* Able to hear average or normal conversations and receive ordinary information.
- *Average Visual Abilities:* Average, ordinary, visual acuity necessary including close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Physical Strength:* Will regularly be required to sit, use hands to finger, handle or feel objects, tools and controls reach with hands and arms. Must be able to stand, walk, stoop, kneel, or crouch. Must regularly lift and/or move up to 20 pounds, and occasionally lift and/or move up to 30 pounds.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

Work Conditions

- Must be willing and able to work a flexible schedule to meet requirements of the internship, including early mornings, nights, and weekends.
- Must commit to be present for RL&H staff training and processes as stated above.
- Must be able to learn and work in office environment while having contact with students, staff, faculty, parents, service providers and vendors on any given day.
- This internship has deadlines, multiple interruptions, and can be stressful.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this internship, nor are they intended to be such a listing of the skills and abilities required. Rather, they are intended to describe the general nature of this position.