GENERAL SUMMARY
The Corps Housing Officer for the Corps Housing Office is responsible for being an assistant to the office staff as well as providing service to cadets/students that reside in the Dorms they are in charge of.

LEARNING OUTCOMES
- Customer Service
  - Provide quality customer service to students, staff, and other stakeholders
- Problem Solving
  - Synthesize information to effectively respond to problems or issues as they arise
- Independence
  - Effectively work with autonomy
- Communication
  - Demonstrate effective professional communication skills
- Critical Thinking
  - Synthesize information to effectively respond to customer questions or needs

REQUIRED
- Must be currently enrolled as a cadet / student at Texas A&M University.

PREFERRED
- Current Cadet
- Knowledge of A&M campus & Corps Quad located in College Station
- Leadership role within the Corps of Cadets

TERMS OF EMPLOYMENT
1. Must be a current Cadet and reside in the Corps Dorm they will operate as a CHO in.
2. Must be a full time student.
3. Appointments for Corps Housing Officers will be for one Academic year.
4. Required to attend mandatory Corps Housing Officer training before the Fall Semester.
5. Must be available for all Move in check in dates as well as all related Move out dates and duties.
   *Corps Move-In Dates:* TBD each year.

JOB RESPONSIBILITIES (including but not limited to):
1. To assist the Corps Housing Office in an accurate occupancy & roster report.
2. To ensure no Cadet changes rooms without doing the proper paperwork with approval.
3. To resolve weekly Roster discrepancy reports in the designated time given by Corps Housing.
4. To assist Cadets in their designated dorms in any housing related problems.
5. To maintain a safe environment inside the Corps dorms for all Cadets including dorm inspections
6. To report any problems in a timely fashion to the Corps Housing Office.
7. Check and respond to emails & voice mails from Corps Housing daily
8. Corps Housing Officers are expected to abide by and enforce all published TAMU student rules, all
departmental policies and procedures and the Aggie Honor Code.
9. Display a positive attitude about the Corps Housing Officer position and support the Department of
Residence Life in its philosophy and policies located in the Residence Hall Handbook.
10. Be a communications link between cadet students and the Department of Residence Life.
11. Maintain confidentiality of Corps resident records and other sensitive information.
12. Assist in resolving EHSD & FLS inspection deviations in the allotted time given conducting common
area inspections such as hallways, restrooms, vending rooms, & study rooms. – Private Corps dorm
room inspections are conducted by the OOC Cmdt. Corps staff weekly
13. Conduct common area inspections such as hallways, restroom’s, vending rooms and study rooms to ensure
all areas are cleared of any personal items, trash etc.
14. Corps Housing Officers will utilize the AGGIE WORKS system to report any maintenance or furniture
issues in the common areas of responsibility in their assigned dorms.
15. Corps Housing Officers will work in conjunction with CTO’s to maintain accurate dorm rosters
including resolution of cadets changing rooms (hot swapping) without approval, and coordination in the
potential Tripled Rooms process as well as consolidation back to Double Occupancy.
16. Corps Housing Officers will be expected to successfully complete all mandatory online training required
by Texas A&M University as a condition of employment.
17. Corps Housing Officers will be expected to familiarize themselves with the Cadet Resident Handbook
and The Standard to use as reference tools to resolve cadets issues & questions throughout the year.
18. Corps Housing Officers will assist when available to expedite and help cadets transition out of the Corps
due to Corps Resignation, Withdrawal, or Suspension

ACCOUNTABILITY POLICY
You will be held accountable for your actions or lack thereof, including both positive and negative actions. It is
important to follow all rules, policies, and expectations of the position you have accepted. The following
policy outlines some, but not all, accountability measures. Additionally, this policy outlines a progressive
discipline and accountability model that an employee would typically follow given some of the examples in
this policy. However, the severity of the situation or behavior of the employee may warrant immediate
progression to a more severe measure, up to and including termination, without having been provided a lesser
measure previously. The severity of the measure will be determined by the supervisor in consultation with the
HR Coordinator, if necessary.

NOTES
The supervisor will keep notes on each staff member regarding his or her performance throughout the year.
These notes will be used to praise good work, address concerns, and to provide an accurate representation of
the employee’s performance on the annual evaluation. You may request to see your notes at any point. These
notes may be kept in a variety of formats.

WARNING
A Warning may be issued by the supervisor as necessary for violating job responsibilities/expectations and/or
policies. This is a reminder which will state the reason for the Warning. Note of this Warning will be
documented within your Notes for future reference. Some actions that could result in a Warning include but are
not limited to: 1st time being late to a shift or leaving early without approval of the supervisor, 1st time failing to
complete job responsibilities during a shift, 1st time having a visitor at the desk without approval, etc.
REPRIMAND
A Reprimand is a memo or form that states the specific inappropriate actions or decisions, will include specific, quantifiable expectations for improved performance, and a specified time period for significant improvement to be made. If no significant improvements are seen within the specified period, Termination or Probation may result. This Reprimand may include a probationary period with the expectation of marked improved performance. A copy of the Reprimand will be provided to you and a copy will be placed in your personnel file. Some actions that could result in a Reprimand include but are not limited to: your 2nd time being late to a shift or leaving early without the approval of the supervisor, your 2nd time having a visitor at the desk without approval, your 1st time missing a shift, repeating behaviors that resulted in a Warning, etc.

PROBATION
A period of time determined by the supervisor based upon the severity of the situation, during which your performance will be monitored for marked improvement. This will include a letter or form provided to you and placed in your personnel file that outlines the specific inappropriate actions or decisions. Some actions that could result in Probation include but are not limited to: your 3rd time being late to a shift or leaving early without the approval of the supervisor, your 3rd time having a visitor at the desk without approval, your 2nd missed shift, repeating behaviors that resulted in a Reprimand, falling below the required GPR, etc.

TERMINATION
Depending on the severity of the issue, Termination typically comes as a final solution after multiple infractions, though it can occur immediately, without any or all of the above actions. Some actions that could result in Termination include but are not limited to: your 4th time being late to a shift or leaving early without the approval of the supervisor, your 3rd missed shift, insubordination while on probation, risking the safety and security of students in the space, inappropriately using keys and/or equipment, repeating behaviors that resulted in Probation, etc.

Employee Name ___________________________ Employee Signature ___________________________

Date ___________________________ Supervisor Signature ___________________________