Graduate Assistant for Residence Life Software Solutions

Position Description

Role of the Graduate Assistant
This position is a twenty (20) hour per week Graduate Assistantship within the Department of Residence Life. The Department of Residence Life provides on-campus housing for approximately 12,000 Texas A&M University students in traditional residence halls, apartments and Corps of Cadets halls.

The Graduate Assistant for Residence Life Software Solutions reports to the Associate Director of Residence Life and provides assistance in the overall implementation and management of enterprise level software solutions. Most work will be conducted in an office environment utilizing a computer. This position is a 9.5 month or 12 month appointment subject to reappointment each year.

Learning Outcomes
- Communication
  - Demonstrate appropriate professional communication skills
- Collaboration/Teamwork
  - Develop collaborative working relationships with internal and external entities to meet stakeholder needs
- Logistics & Analysis
  - Demonstrate effective technical and analytical skills to proficiently implement and enhance software solutions

Responsibilities
- Assist the Associate Director of Residence Life with the implementation, development and ongoing management of enterprise level software solutions.
- Conduct regression and user acceptance testing as changes are made and new features are implemented.
- Conduct benchmarking against other institutions regarding best practice in the use of the enterprise software solutions for Residence Life business processes such as applications, assignments, billings, move-in/move-out, incident reporting, employee management, document management, workflow processes, security permissions, etc.
- Generate reports on housing data in compliance with established reporting standards.
- Assist the Associate Director of Residence Life in analyzing major business processes including housing application, room assignments, billings, move-in/move-out, incident reporting, employee management, document management, workflow processes, etc.
- Work closely with the Residence Life personnel to analyze business needs and manage approved changes to software solutions.

Qualifications
- Must be admitted to a graduate degree program at Texas A&M University prior to appointment
- Preferred: Bachelor’s degree in Management Information Systems or currently working on a graduate degree in Management Information Systems
- Required Technical Skills: Microsoft Outlook, Word, Excel and PowerPoint
- Preferred Technical Skills: Microsoft Access and Microsoft SQL
- Preferred: Understanding of the on campus residence hall or apartment experience
- Must have excellent verbal and written communication skills
- Must be detail oriented, have critical thinking skills, take initiative, and be solutions oriented
- Ability to work on projects unsupervised
• Ability to adapt and quickly adjust to change
• Must be available to work a full academic year (August through May).

Terms of Appointment and Remuneration
• Initial appointment will be for a period of nine months (August through May). Annual reappointment is based on overall performance evaluation and funding availability. Summer appointment is available if desired by the Graduate Assistant.
• The compensation package for the Graduate Assistant is 20 hours a week paid at $12.65 per hour. The compensation package also includes up to $600 professional development budget (pending approval). This position is eligible for participation in the Texas A&M University System employee insurance programs and will qualify for the employer contribution to help offset the cost of insurance the first of the month following a 60-day waiting period from your date of hire. You must make your benefit selections within the first 60-days to avoid being placed in the default insurance plan which is the A&M Care Plan. When you make your selections, you may choose to immediately enroll in a Texas A&M University System sponsored insurance plan, provided you pay the full cost of premiums or you may defer enrollment until your employer contribution date. In order to receive health benefits, graduate students must be enrolled in a minimum of nine hours during each of the fall and spring semesters. In order to maintain benefits eligibility over the summer, graduate assistants must be expected to return as a full-time student and graduate assistant in the fall.
• The graduate assistant benefits package also includes resident tuition payments for full-time Graduate Students registered for up to 12 hours per fall and spring semester (a total of 24 hours) for those with 9 month contracts beginning in September 1 and ending May 31 each year. For those whose contracts are extended for a full fiscal year fiscal year from September 1 – August 31, a total of 24 hours for Fall, Spring, and Summer semester combined will be available. For those beginning their contract with the spring semester, up to a total of 12 hours for the spring semester and summer semester combined will be available. In order to be eligible to utilize the tuition benefit during the summer semester, you must be in an active employed status with the department of Residence Life. For those who are out of state students, the Department of Residence Life will work with students to submit a waiver in order to qualify for the in state tuition rate. The resident tuition payment benefit is not included for registered Graduate Students system-wide such as other TAMU campuses or agencies. Graduate assistants terminated for cause will be required to reimburse the department for tuition payment expenses at a prorated rate based on the actual number of days worked by the graduate assistant. The compensation and benefits packages for this position will be pending budgetary approval. Effective January 1, 2015, an employee may have a potential tax liability for Graduate Tuition Waivers received that exceed $5,250 over the course of a calendar year. Under the Internal Revenue Code Section 127, all Graduate Tuition and Fee Waivers received by an employee in excess of $5,250 in a calendar year is taxable unless an exemption is allowed under the Internal Revenue Code.

For more information about taxing these waivers and the exceptions, you can go to http://payroll.tamu.edu/tax/graduate-tuition-waiver-taxation/

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.

---

**Graduate Assistant Name**

---

**Graduate Assistant Signature**

---

**Date**

---

**Supervisor Signature**