



## **JOB DESCRIPTION**

**Department:** Housing & Residential Life

**Job Title:** Graduate Assistant Security Coordinator

**Weekly Hours:** 20-25 Hours/Week

**Term:** Contract Dates 10-month contract, typically from July through May

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The University of Miami is home to nearly 17,000 undergraduate and graduate students from every state in the nation and 140 nations around the world. The Department of Housing and Residential Life is home to an extensive and diverse residential program featuring six residential areas. The cornerstone of the residential program is a system of residential colleges that blend the Oxford and Cambridge tradition of live-in faculty with the American commitment to student development and academic success. Residential Colleges range in size from 400-850 students. The University also offers two apartment-style areas housing approximately 800-1100 upper-class students. We strive to fulfill our vision – Student Housing for Student Success.

### **General Description (Purpose and Function):**

Supervised by the Assistant Director of Safety & Security, the Security Coordinator Graduate Assistant provides assistance in the emergency response and supervision within the campus residential environment during the evening and overnight hours at the University of Miami. The Security Coordinator conducts community tours in residential areas to ensure the safety of students and guests while providing support and guidance to Housing and Residential Life student staff related to student crises and campus emergencies. Additionally, they collaborate with on-duty professional staff to determine appropriate responses to overnight student concerns. The Graduate Assistant provides support to the department while being provided with opportunities to observe and learn as it pertains to their growth in the profession. This position involves significant evening and weekend work.

### **Primary Duties and Responsibilities:**

#### **Leadership and Training**

- Assist in the evening and overnight supervision of student security staff members and Resident/Community Assistants on-duty.
- Assist in overnight supervision of on-duty and Safety & Security student employees through community tours.
- Ensure student staff complies with University and Departmental policies and procedures, especially concerning crisis response.
- Assist in developing and delivering training presentations, resources, and programs for student security and Resident/Community assistant staff related to crisis response training and protocols.
- Attend Residential Life meetings and trainings.
- Attend HRL and University special events such as trainings, orientation, etc. as directed by the Assistant Director of Residential Life, Safety & Security.

#### **Crisis Response**

- Provide initial in-person response to duty calls placed during the hours in which the incumbent in this position is at work. This responsibility includes responding to emergencies, health and wellness concerns, and student conduct incidents.
- Provide accurate reports regarding policy violations and maintenance issues daily.
- Assist in enforcing University policies, procedures, and behavioral expectations of residents.
- Escalate duty calls to the Area Director on-duty (or higher) as situations and needs warrant.
- Provide coverage for a student incident in the absence of the Area Director on-duty when s/he is handling a concurrent student incident elsewhere in Housing.



- Participate in administrative room searches performed in conjunction with the Area Director on-duty or another authorized staff member of Housing and Residential Life and/or the Division of Student Affairs.
- Notify appropriate parties on a nightly basis of any issues related to student concerns, safety and security, well-being, and/or facility issues.

#### **Safety, Health, & Behavior Management**

- Assist in the resolution of residential student and parent concerns.
- Serve in the professional staff on-call duty rotation to provide appropriate crisis response for all on campus residents.
- Assist during severe weather or campus wide emergencies.
- Communicate directly with students to help them maintain a safe environment.
- Monitor the environment by conducting tours and reporting issues.

#### **Other Duties:**

- Assist the Area Director and Safety & Security staff in facilitating the evening operations of the residential colleges, Lakeside University Village, including office management, facility maintenance, space management, customer service, and safety and security procedures and protocols.
- Assist in the opening and closing of student housing complexes.
- Assist in the operations of the residential areas in the event of a hurricane or other large-scale natural or manmade disaster that threatens normal operations of the University.
- Assist with investigations of incidents through swipe records and/or camera footage
- Other duties as assigned by the Assistant Director of Residential Life Safety and Security or other senior residential life staff members

#### **Systems Management**

- The position utilizes the following software platforms:
  - Microsoft Office
  - StarRez
  - Maxient
  - Qualtrics
  - WhenIWork
  - Onity
  - CBord
  - ECMS

#### **Knowledge, Skills, and Abilities:**

- Ability to communicate with students, customer oriented.
- Ability to collaborate with campus partners, departments, and stakeholders.
- Must demonstrate ability for independent decision-making, judgment, and discretion in responding to concerns in the residential areas.
- Demonstrated supervisory experience with student staff, preferred.
- Strong administrative and problem-solving skills
- Exceptional written and oral communication skills
- Possess strong interpersonal, communication, and mediation skills
- Ability to develop and maintain positive working relationships
- Demonstrated skills in managing crisis situations
- Ability to work independently and autonomously without daily direct supervision

#### **Work Schedule**

- Position is required to work 20 - 25 hours per week, ***primary working hours are overnight*** 9:45pm – 4am. Adjustment for break, summer and staff meetings will occur. Hours are to be set



up with the Assistant Director of Safety & Security.

- Graduate Assistant must be available for student staff training and opening periods from late July through August and January.
- Preferred contract dates are July 10, 2023 through May 20, 2024 but dates are negotiable.

**Requirements (Essential Requirements):**

- Current graduate student at the University of Miami
- Experience with student supervision, crisis response/management, working with professional staff, as an undergraduate housing staff member and working with a diverse student population is preferred but not required.

**Remuneration**

- Fully furnished efficiency with kitchenette (valued at \$19,740).
- Meal plan when dining facilities are open during the Fall and Spring semesters.
- A stipend in the amount of \$13,000 for the academic year, distributed across the employment period.