



# Housing and Residence Life

UNIVERSITY OF CENTRAL FLORIDA

## GRADUATE COORDINATOR, MAIL SERVICES POSITION DESCRIPTION & AGREEMENT 2023-2024

### HOUSING AND RESIDENCE LIFE OVERVIEW

#### ***Department of Housing and Residence Life Mission***

The mission of the Department of Housing and Residence Life is to provide residents with safe, inclusive housing communities that foster student success through innovative living and learning opportunities

#### ***Department of Housing and Residence Life Vision Statement***

The Department of Housing and Residence Life will be the premier experience for residents to live, learn, and become tomorrow's global citizens.

#### ***Statement on Diversity and Inclusiveness***

The Department of Housing and Residence Life values the diverse community of the University of Central Florida. We strive to engage students, staff, and campus partners in fostering an experiential learning community that is focused on diversity, inclusion, and social justice education. DHRL will achieve this through supporting a culture that encourages the exploration of social identities, articulates the value of inclusive communities, and practices effective cross-cultural engagement. The Department of Housing and Residence Life will continue to uphold our commitment to cultural competence through our residential priority of global citizenship.

#### ***Residence Life Overview***

Residence Life and Education provides oversight to the day to day operations of the residential communities and promotes the growth and development of residents through living and learning opportunities. The Residence Life and Education staff are integral to the operation of our residential communities. Our residence life and education staff are intentionally selected and trained to create and provide residents a positive living- learning experience. The Residence Life team is comprised of approximately 300 student staff members, 17 Graduate Coordinators, 16 Coordinators, 6 Assistant Directors, an Associate Director, and the Director of Residence Life and Education.

#### ***Mail Center Overview***

The DHRL oversees six staffed mail centers. Residents in all communities have a PO box assigned to them and have access to their mail center. In recent years, these centers have become more in-line with major package processing centers similar to a Fed Ex operation. In 2023 the mail centers processed over 104,00 packages. The mail team oversees all six of these centers. The staffing includes full-time staff as well as approximately 30 student staff.

#### ***Educational Priority***

As a result of living on campus at UCF, students will become engaged global citizens.

- Each student will understand how to engage positively in communities. (*Community Engagement*)
- Each student will understand how to expand their *Self-Awareness*.
- Each student will understand how to expand their knowledge of *Equity & Inclusion*

## **GRADUATE COORDINATOR POSITION DESCRIPTION**

The Graduate Coordinator of Mail Services (GC) is a live-in position designed for students enrolled full-time in a graduate level program at the University of Central Florida. Graduate staff work directly with professional and student staff to offer support, services, and assistance to the members of the UCF's mail communities. Graduate Coordinators assist in with the oversight of the mail centers, serve in the crisis response rotation, and assist with facilities management. Graduate staff will maintain 20 hours per week including evening hours for staff meetings, curriculum strategies, and in-community duties. Additionally, Graduate Coordinators serve in an on-call duty rotation throughout each semester.

**RESPONSIBLE FOR:** Assisting with research, reporting and project management in the mail centers.

**REPORTS TO:** Associate Director, Administrative Services

### **Administrative:**

- Maintain communication with the AD
- Attend scheduled mail team meetings
- Serve as a representative of the Department of Housing and Residence Life and represent the department on various committees
- Work with the Coordinator and Associate Director to prepare written reports as needed
- Assist with various staff/operation manuals as needed
- Submit written monthly, annual and departmental reports by designated deadlines
- Work with various databases, including WTS(Quadient), StarRez, eRezLife and Qualtrics
- Serve on departmental committees
- Work all DHRL openings/closings of residential communities during the 2023-2024 year as scheduled by your supervisor.
- Assist with other duties as assigned

*\*These initiatives may be implemented virtually, or in person, as needed.*

### **Assessment/Research Development**

- Research mail system safety protocols and prepare reports
- Assist with the design, implementation and data collection of survey results
- Assist and/or oversee assessment for mail services
- Prepare reports as needed

### **Incident Response:**

- Confront, document and enforce University and Departmental rules, regulations, policies and guidelines
- Participate in an on-call duty rotation schedule with other graduate staff, which may include holidays and spring breaks for at least 2 weeks each semester (Fall, Spring, Summer)
- Provide follow-up support to students involved in incidents
- Respond to incidents over the phone and in person during assigned on-call weeks between 4:45pm-8:00am on weekdays and 24 hours/day over weekend days
- Respond to situations as instructed by DHRL incident response procedures and protocols, training, and/or professional staff members
- Serve as representatives of DHRL during departmental and university events as needed
- When serving in an on-call capacity, graduate coordinators must abide by on-call expectations
- Work closely with Coordinator to identify students in need of support, making appropriate referrals
- Graduate Coordinators may be required to work during University holidays and closures. Graduate Coordinators will be asked to work during University holidays and closures including, but not limited to, winter break and inclement weather.
- Serve as essential personnel during university emergencies and campus closures

*\*Incident Response may require an in-person response, as needed.*

### **Facility Management:**

- Assist in coordination of move-in, move-outs, and transitions throughout the year
- Conduct Health & Safety Inspections for the RA staff
- Establish a working relationship with UCF Facilities staff to communicate and respond to concerns
- Oversee the thorough and accurate documentation of Room Condition Inventories (RCIs) for assigned buildings, document and assist with damage billing accordingly
- Perform regular inspection of your assigned building(s), identifying facility and safety concerns
- Submit work orders as needed through online work order system(s)
- Supervise resident Health and Safety inspections completed by RAs and complete all paperwork and follow up with students in a timely manner
- Train student staff how to conduct thorough building rounds, paying attention to facility concerns
- Work with the Coordinator to schedule and facilitate fire drills
- Work with the Coordinator to refer maintenance needs to the appropriate personnel and follow up as needed

### **Project Management**

- Assist with implementation of new package tracking software
- Research different package locker systems, recommend plans for such and oversee implementation if warranted

### **Staff Development/Supervision**

- Assist Coordinator in the planning and facilitation of mail staff meetings
- Meet weekly with Associate Director
- Assist in the development of marketing and recruitment materials to promote the mail positions
- Assist in the staff training of safety and security measures
- Participate in student staff training and selection including facilitation of training sessions as needed

*\*These initiatives may be implemented virtually, or in person, as needed.*

### **Professionalism and Role Modeling**

- **Alcohol and Other Drugs:** If a GC is in possession or under the influence of alcohol, drugs, illegal substances, and/or any prescription medication that was not prescribed to them, while in an actively working or on call capacity, they will be immediately released from their position and referred to the Office of Student Conduct/UCF Police Department.
- **Confidentiality/Privacy:** GCs must keep all personal information about residents, and other sensitive information private. GCs should not share information about residents or incidents with parents, family members, students, or anyone who is not affiliated with the University. If the GC has questions about particular situations, the GC should discuss it with their supervisor before disclosing any information. GCs are not confidential resources on campus and must report all sexual misconduct and mental health concerns to their supervisor or on-call staff.
- **Attire:** While working, GCs are required to wear a department-issued polo or business casual, appropriate shorts/pants/skirts, name tag, and closed toed shoes. Examples of inappropriate apparel are sweatpants, gym shorts, leggings, and flip-flops. The GC will be provided with departmental apparel; it is the GC's responsibility to keep it in good condition. This apparel is to be returned upon departure from the GC position.
- **Electronic Media/Email:** All social media and other electronic means of communication are representations of GCs and the overall department. GCs should not share these sites or means of communication with residents if they misrepresent the University or the department. GCs will also be responsible for respecting their assigned Outlook account and responding to communications as directed by their supervisor. It is required that GCs check their work email at least once a day, excluding weekends and holidays. The GC is required to use their provided @ucf.edu email as their primary means of electronic communication for work-related emails.

- **Media:** GCs are not authorized to represent or disseminate statements, positions or policies of UCF DHRL to any media outlet including campus news. This includes engaging in activity on social media, blogging, or speaking with/responding to inquiries from media outlets. While the GC is free to express their personal opinion, the GC must take reasonable steps to ensure that the expression is recognized by potential recipients as their personal opinion and not a representation of UCF DHRL. Reasonable steps include, but are not limited to, a prefatory statement or disclaimer that the GC is not authorized to represent UCF DHRL and that any statements made are solely the GC's personal opinion and not a representation of UCF DHRL.

## **GRADUATE COORDINATOR REQUIREMENTS AND QUALIFICATIONS**

If there are circumstances which may impact your qualifications or your ability to perform your duties, it is your responsibility to inform your supervisor immediately

**Academic Commitments:** As a student leader, academics should be your top priority. Following academics, the Graduate Coordinator position should be your top non-academic priority. Your supervisor will work with you to make reasonable accommodations for your academic commitments. You are required to discuss internship or class commitments that interfere with the responsibilities outlined in this position description with your supervisor.

**Background Check:** All DHRL employees are subject to a background check. Your hire status is conditional upon successful verification. If verification is not successful, an employment decision will be made by the Executive Director or their designee.

**Enrollment & Eligibility:** To hold the Graduate Coordinator position, you must be accepted to or currently enrolled with a UCF graduate program with full-time student status, which is no less than 9 graduate units. You are required to have the Assistant Director for Residence Life and Education approval to drop below the class registration requirement. Summer class registration is not required for summer employment as a Graduate Coordinator, as long as you are enrolled in the subsequent Fall semester. Please note that if you are not enrolled during the summer semester your taxes and compensation may be impacted.

- **Requirements:** You must have obtained a Bachelor's degree by your employment start date. You must also be accepted to a UCF graduate program by your employment start date.
- **Graduate Contracts:** GCs must take the minimum 9 credits for Fall & Spring semester in order to have an active Graduate Contract through the UCF College of Graduate Studies.
- **Government Approval:** Approval to work by the U.S. government throughout the duration of your employment is required by the University. Any international student hired to be a Graduate Coordinator should consult with UCF Global to verify employment eligibility and status. Please notify the Coordinator of Selection and Leadership of your international student status so they can provide the required hiring documents.
- **Medical Withdrawal and Grade Change:** If you seek to request a medical withdrawal, or grade change, you are required to communicate with your supervisor immediately. A timeline for departmental approval will be determined with your supervisor (under the guidance of the Assistant Director for Residence Life and Education) that may require verification from the department/college/registrar.

**GPA:** This is a student leadership position, and demonstrating academic excellence is expected. You must remain in good academic standing with the university during your employment. Grade checks will be conducted by the Coordinator of Selection & Leadership in Summer, Fall, and Spring semesters. Please note, taking courses during the summer is not required to remain eligible for this position, however, grades earned during the summer are calculated into employment eligibility. Graduate Coordinators are expected to maintain a cumulative 3.0 GPA in accordance with the College of Graduate Studies.

**Office of Student Conduct:** All Graduate Coordinators are required to demonstrate the ability to abide by university regulations, state, and federal laws. You must remain in good conduct standing (as determined by the DHRL) from your offer date and throughout employment to remain qualified for the Graduate Coordinator position. Any prior violations/conduct cases will be reviewed during the application process and eligibility will be

determined by the Assistant Director for Student Conduct & Care Management and the Associate Director for Residence Life. Violations of any Community Living Guide or Rules of Conduct may result in a rescinded offer or termination of the Graduate Coordinator position.

**Operation of Department Vehicles:** Graduate Coordinators must possess a valid driver's license and the ability to operate motor vehicles in the US, by their employment start date. Graduate Coordinators must complete the UCF Webcourse "Utility Vehicle Safety" prior to operating the vehicles. Vehicles include: utility carts, vans or automobiles. This includes having all required documents as outlined in the Webcourse.

**Performance Evaluations:** You will receive a formal performance evaluation each year of employment. Based on your performance evaluation, a Performance Improvement Plan may be developed and implemented to support your improvement in an identified skill area or behavior. Graduate Coordinators who do not receive a satisfactory performance evaluation may not be eligible to return to the position.

**Residency and Time Away:** Your position requires that your assigned unit/placement is considered your primary place of residence. Additionally, you will be required to sign a housing agreement and are responsible for reading and understanding all terms and conditions of the agreement/lease. Outside of approved time away, you are required to live in your assigned unit. Your assignment/placement is at the sole discretion of DHRL and may be altered based upon need. If you resign or are released from your position, you may be financially responsible for the remainder of your lease agreement with UCF. You will not be able to continue to live in your assigned Graduate Coordinator apartment unit, nor will you be able to sublet the lease of your Graduate Coordinator assigned unit. DHRL encourages staff to take time away throughout each semester to maintain a positive work-life balance. Graduate Coordinators will not be paid for time not worked. If Graduate Coordinators are approved for time away for the duration of a pay period, they must take leave without pay.

**Staff Discipline Process:** DHRL has a department wide employee discipline policy for all student staff members. The policy overviews accountability measures and procedures including verbal warnings, written warnings, probation, suspension, and termination. The policy will be reviewed in staff training.

**Status of Employment:** The Graduate Coordinator position is a one-year appointment and staff can apply to return the following year. This position description/agreement is effective **5/12/2023** through **5/0911/2024**. Staff that resign from the position prior to the end of their agreement may incur a financial penalty. Graduating staff should inform their immediate supervisors of their anticipated graduation date at least one semester prior to graduation. Graduation is permitted before the end of your contract but may impact placement.

**Summer Employment:** Graduate Coordinators are required to work in their assigned community/functional area throughout the summer as the contract dates are May-May. Majority of our communities are open during the summer semester and staff is needed to ensure a consistent experience for all our residents and guests.

**Termination of Employment:** Employees in the state of Florida are considered at-will employees. This means the University and DHRL reserves the right to release an employee including but not limited to, disciplinary action, occupancy capacity and staffing needs. DHRL will provide advanced notice for termination that is not performance related. All performance related disciplinary action will be addressed through the employee discipline process. You may be held accountable for any related financial costs if you resign or are released from your position. Staff who leave their position may incur financial responsibility for associated housing agreement/lease termination fees.

**Training:** Training and development is required to ensure that Graduate Coordinators are equipped to perform the responsibilities of the position. Training is intentionally designed to meet the needs of student staff, DHRL and the University. Missing trainings can impact a staff member's ability to perform their duties. Punctuality and attendance at all sessions is required. Life changing events or reasonable academic exceptions may be directed to your supervisor and they will be addressed on a case by case basis. Request to miss any departmental training or development must be submitted to your direct supervisor via email in a timely manner. Professional Staff training will take place during the summer, primarily throughout the month of June. Graduate Coordinators are also responsible for attending RA trainings. RAs will have required trainings in May, August, and December, as well as additional trainings and in-services, as needed. Dates for training are provided in the "Important Dates" section. It is unusual, and we aim to avoid altering dates, but please note that DHRL does reserve the

right to change training dates. All training and development events are required.

## **GRADUATE COORDINATOR COMPENSATION**

UCF Graduate Coordinators receive a tuition waiver for full-time graduate enrollment (nine graduate credit hours) per semester (not including fees) and partial reimbursement for Student Health Insurance policy premium. Staff who depart prior to the end of the semester may be required to pay back the remaining balance on their tuition waiver. In addition, compensation includes a staff room at no cost to the student and \$13.54/hour for the twenty hours worked. This monetary compensation is paid on a bi-weekly basis. Graduate Coordinators will not be paid for time not worked (closures or holidays).

**Accommodations:** A requirement of the Graduate Coordinator position is to live in an assigned residential facility at no cost to the staff member. Your community placement is subject to change at any time based on departmental needs. Graduate Coordinators living in units that do not have access to free laundry services (Academic Village and Libra) in their residential community will receive a \$75 laundry card each semester to assist with laundry costs.

## **\*\*IMPORTANT DATES\*\***

To do our best efforts to ensure your best success in the role we provide you these important dates to assist you in your planning. Many of the dates below are mandatory workdays.

### **Summer 2023**

05/15/2023	Summer C Classes Begin
06/16/2023	Summer B RA Move-In
06/24-25/2023	Summer B Student Move-In
06/26/2023	Summer B Classes Begin
08/04/2023	Last Day of Summer Classes
08/05/2023	Summer Commencement
08/05/2023	Summer Student Move Out
08/07/2023	Summer RA Release Day (Departing staff only) out by 8am

### **Fall 2023**

08/06-07/2023	Fall Student Staff Move Days
08/07-11/2023	Fall All Student Staff Training
08/17-20/2023	Fall Student Move-In
08/21/2023	Fall Classes Begin
12/02/2023	Fall Last Day of Classes
12/10/2023	Fall General Move Out
12/15-16/2023	Fall Commencement
12/11/2023	Fall RA Release Day (Departing staff only)

### **Spring 2024**

01/02/2024	All RAs Return (by 5pm)
01/02-05/2024	Spring Student Staff Training
01/07/2024	Spring Student Move-In
01/08/2024	Spring Classes Begin
4/24/2024	Spring Last Day of Classes
05/04-06/2024	Spring Commencement

05/06-10/2024  
05/10/2024

Student Staff Training  
End of Contract

*\*Additional Spring 2024 dates may be released when available.*

*\*\*All dates are subject to change and are not comprehensive. Graduate Coordinators will be asked to work during University holidays and closures including, but not limited to, holidays and inclement weather.*

*\*\*\*All graduate coordinators will have the opportunity to work their entire 40 hours during the weeks before/after the weeks the university is closed to receive their full stipend, adjust their schedules from overtime or take leave without pay. GA's should discuss their work schedule with their supervisor and indicate 20 hours for each week worked or 40 hours for one week and zero for the other. As long as all 40 hours are worked in one pay period they will receive their normal bi-weekly stipend pay.*

## **COVID-19 ADDENDUM TO 2023-2024 GRADUATE COORDINATOR AGREEMENT**

As you know, these are challenging and unprecedented times. The novel coronavirus, COVID-19, was declared a worldwide pandemic by the World Health Organization, and the State of Florida declared a public health emergency due to COVID-19. COVID-19 is a highly contagious and potentially severe illness. According to the US Centers for Disease Control (CDC), COVID-19 is spread mainly through close contact from person-to-person.

The University of Central Florida (UCF), including the UCF Department of Housing and Residence Life (DHRL), holds as paramount the health and welfare of our community. Yet, we all must acknowledge that UCF cannot guarantee a COVID-19 free environment, and it would be false to suggest otherwise. Moreover, taking steps to reduce the risk of COVID-19 and its spread is the shared responsibility of every Knight in our UCF community and every resident in our Residential Communities. As we welcome residential students back to campus for the 2022-2023 year, we know changes in our Residential Communities will be required to follow COVID-19 health and safety standards and guidance for community living. Acknowledging that these precautions will change the traditional UCF residential life experience as well as the traditional Graduate Coordinator (GC) work experience, we are issuing this Addendum to the UCF 2022-2023 Graduate Coordinator Agreement to provide staff with greater detail about these shared obligations, what they may expect, and how changes may impact their staff and residential experience in the coming year. **This is an addendum to your GC Agreement/Position Description. Within the context of this document, the term "Student" refers to you, as a Graduate Coordinator. Action on your part is required.**

### **Additional Terms, Conditions and Responsibilities for 2022-2023 GC Agreement and Housing Agreement:**

1. Community Health and Precautions.
  - A. The Student acknowledges the inherent and elevated risk associated with living and working in a community environment such as the UCF Residential Communities, and the Student's shared obligation to prioritize health precautions for the benefit of the entire community while maintaining the expectations of the GC position.
  - B. The Student acknowledges they have considered their own personal health status and increased risk factors inherent with community living, including the risk of COVID-19, when deciding to live and work in a UCF Residential Community. UCF maintain workers compensation coverage at statutory limits for the UCF workforce, which is the exclusive remedy for employee work-related illness or injury.
  - C. The Student agrees to adhere to UCF precautions intended to minimize risk of exposure to COVID-19 consistent with public health guidance, including, but not limited to, practicing social distancing, and wearing appropriate face coverings or masks per UCF policy.

- D. The Student acknowledges their responsibility to keep personal living space in a sanitary condition and to adhere to sanitation standards in shared spaces. UCF DHRL staff retain the right to conduct inspections of the living space.
- E. The Student acknowledges they may be required to submit to symptom checking or COVID-19 testing to access or work in the residential community.
- F. The Student agrees to disclose to Student Health Services immediately upon notification of positive COVID-19 test status or contact from Florida Department of Health about exposure and instruction to isolate.
- G. The Student agrees to comply with University and/or public health direction requiring or advising isolation (such as if Student tests or is presumptive positive for COVID-19 or has been in close contact with someone who has tested or is presumptive positive for COVID-19). Isolation may require removal from assigned room, building, or campus. Isolation does not constitute cancellation of any Housing Agreement. UCF reserves the right to make changes in room assignments as necessary due to the pandemic. Student will not be paid for time not worked if isolated or quarantined due to COVID-19.
- H. Students are required to comply with all laws, orders, ordinances, policies, regulations, and guidance adopted by UCF or DHRL as it relates to COVID-19. This guidance may evolve as circumstances warrant. DHRL may require student to leave housing in the event the Student's continued presence poses a health or safety risk to the residential community.

## 2. General Terms and Provisions

- A. The Student acknowledges the University may restrict the full use of spaces and amenities within the residential community including, but not limited to:
  - a. Access to residential spaces is restricted to residential students, UCF staff, and approved vendors.
  - b. Access to and use of community amenities/space may be restricted or limited in capacity (community space, offices, lounges, kitchen, laundry rooms, elevators, etc.)
- B. In the event of a conflict between the above Addendum and the original Agreement, this Addendum will apply.

*UCF and DHRL are committed to supporting our students in their return to campus during this unprecedented time and recognizes the value of the on-campus residential and GC experience. The above information has been provided to allow students to make an informed decision about living and working in UCF Residential Communities for the 2022-2023 school year. While the above is intended to provide some detail, there may be additional modifications needed as the year progresses and we track the impact of COVID-19 on our residential community and campus. As always, we will update you with timely information about specific health and safety guidance important for our residential community.*

### ***Action Required:***

All Graduate Coordinators living on campus for 2022-2023 must accept this Addendum in order to fulfil their staff position. This Addendum is being added into your 2022-2023 Position Description/Agreement. Your signature on your Staff Position Description indicates you have reviewed this Addendum and accept all the outlined terms



I have read, accept the outlined in and the position term(s)



# Housing and Residence Life

UNIVERSITY OF CENTRAL FLORIDA

fully understand and terms and conditions this position description agreement and accept for the appointment associated with the

Graduate Coordinator position. I also understand I am responsible for knowing the UCF Golden Rule, the Department of Housing and Residence Life's Community Living Guide, policies, protocols, and procedures. This position is employment and not a voluntary organization/Registered Student Organization (RSO). My work assigned duties are considered mandatory unless stated otherwise, and my involvement in academics, RSOs and other jobs is not automatically considered a valid exemption to miss employment responsibilities. I am expected to receive approval to miss stated work responsibilities.

I understand that, in accordance public health guidance, DHRL may be required to release or reassign staff at any time based on recommendations from the U.S. CDC, the WHO, the Florida Board of Governors and/or by direction of the University of Central Florida Board of Trustees.

I understand that I must be in good standing with the University and comply with all responsibilities of the Golden Rule and I give the Office of Student Conduct permission to release information about violations to the Department of Housing and Residence Life.

I understand that the Department of Housing and Residence Life (DHRL) reserves the right to change and update policies, procedures, protocol, position descriptions, agreements, expectations, and any addenda as needed. You will be notified in a timely manner of such changes.

I understand that as an employee of DHRL, I may be asked to work during University closures, holidays, and break periods.

I have read and agree to the terms outlined in the "COVID-19 Addendum to 2022-2023 Graduate Coordinator Housing Agreement".

Your signature here confirms that you have thoroughly reviewed this document and agree to abide by all directives and understand all requirements for the Graduate Coordinator position for the 2022-2023 academic year, which have been outlined in this document.

**GC Name (Print):** \_\_\_\_\_ **PID:** \_\_\_\_\_

**GC Name (Signature):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

