



Housing and Residence Life

UNIVERSITY OF CENTRAL FLORIDA

GRADUATE COORDINATOR, CONFERENCE SERVICES POSITION DESCRIPTION & AGREEMENT 2025-2026

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.

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, 16 Graduate Coordinators, 14 Coordinators, 6 Assistant Directors, 2 Associate Directors, and the Director of Residence Life and Education.

GRADUATE COORDINATOR POSITION DESCRIPTION

The Graduate Coordinator of Conference Services position is a live-in position. The major responsibilities include working with the software to manage the conference program, oversight of the intern housing program, assisting with conference assistant recruitment and training and working with assessment. Graduate staff work directly with professional and student staff to offer support, services and assistance to the members of the UCF's residential communities. The Graduate Coordinator will also serve on departmental committees and attend various trainings, including ongoing professional development sessions. Graduate staff will maintain 20 hours per week including evening hours for staff meetings, curriculum strategies, and in community duties. Additionally, graduate staff serve in an on-call duty rotation throughout each semester.

RESPONSIBLE FOR: Assisting in the oversight of the conference program

REPORTS TO: Coordinator, Conferences and Marketing

Administrative:

- Maintain weekly scheduled community office hours. These hours must be conducted over the course of each of the five business days of the week, during the hours of 8am-5pm, unless academic commitments conflict. Graduate staff should flex their office hours to offset the weekend/evening commitments in the community
- Attend residence life staff meetings on Thursdays from 10 a.m. – 12 p.m.
- Assist with oversight and attend scheduled Conference Assistant staff meetings
- Serve as a representative of the Department of Housing and Residence Life and represent the department on various committees
- Assist and/or oversee assessment for conference services
- Assist the Coordinator in the day-to-day management of the conference program
- Purchase, track, and ensure management of budget
- Responsible for proper e-mail, calendar, and voicemail management and response
- Submit written monthly, annual and departmental reports by designated deadlines
- Serve on departmental committees
- Work all DHRL openings/closings of residential communities during the 2025-2026 year as scheduled by your supervisor.
- Assist with other duties as assigned

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

Intern & Conference Group Oversight

- Oversee intern planning and projections
- Oversee check in and out logistics
- Review applications and the required documentation
- Assist with room assignments for this population

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

Software and Data Management

- Work with Qualtrics, StarRez, Erezlife or other software program to manage conference events, services, databases and assessments.
- Assist with manual creation as needed

Assessment Development

- Assist with the design, implementation
- Prepare and submit written monthly, annual and departmental reports by designated deadlines

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.*

Student Conduct:

- Serve as a hearing officer and adjudicate student conduct hearings for violations of the *Community Living Guide* and *Rules of Conduct*
- Be knowledgeable of and enforce University *Rules of Conduct* and Department policies as stated in the *Community Living Guide*
- Complete administrative processes through use of *Maxient* software
- Work with the Office of Student Conduct and Student Care Services when necessary to follow up on policy violations, and assist with issues related to student conduct and care

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

Staff Development:

- Assist in the development of marketing and recruitment materials to promote the conference positions
- Assist in the selection and training of Department of Housing and Residence Life staff, as well as assist in the training of safety and security measures

**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 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 **5/9/2025** through **5/14/2026**. 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 \$16/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 2025

TBD	Summer Student Staff Move Days (dependent on placement)
May 1-9, 2025	Summer Student Staff Training
May 11, 2025	Summer A/C Student Move-In
May 12, 2025	Summer A/C Classes Begin
May 27-June 13, 2025	Professional Staff Training
June 13-16, 2025	Summer B RA Move-In
June 20-22, 2025	Summer B Student Move-In
June 23, 2025	Summer B Classes Begin
August 1, 2025	Last Day of Summer Classes
August 1-2, 2025	Summer Commencement
August 3, 2025	Summer B/C Student Move-Out
August 4, 2025	Summer RA Release Day (Departing Staff only) out by 8am

Fall 2025

August 4-5, 2025	Fall Student Staff Move Days (August 4 th after 5pm)
August 4-13, 2025	Fall All Student Staff Training
August 9-10, 2025	Fall Early Move-In
August 14-17, 2025	Fall Student Move-In
August 18, 2025	Fall Classes Begin
September 11, 2025	September In-Service
October 9, 2025	October In-Service
November 13, 2025	November In-Service
November 25, 2025	Fall Last Day of Classes
December 7, 2025	Fall General Move Out (Academic housing communities only)
December 12-13, 2025	Fall Commencement
December 8-12, 2025	Development Days
December 14, 2025	Transition to Consolidated Duty Shift

Spring 2026

January 2, 2026	New RA hire move-in (if applicable)
January 5, 2026	New RA hire training start 12pm (noon)
January 5, 2026	RA Return date (by 4:45pm) and Transition to Normal Duty Operations
January 10, 2026	Spring Student Move-In
January 12, 2026	Spring Classes Begin
January 22, 2026	January In-Service
February 12, 2026	February In-Service
March 12, 2026	March In-Service
April 9, 2026	April In-Service
April 27, 2026	Spring Last Day of Classes
May 6, 2026	Spring Student Move Out (Academic housing communities only)
May 7-9, 2026	Spring Commencement
May 14, 2026	End of Contract

**Additional Spring 2026 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.*



Housing and Residence Life

UNIVERSITY OF CENTRAL FLORIDA

I have read, fully understand and accept the terms and conditions outlined in this position description and agreement and accept the position for the appointment term(s) 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.

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 2025-2026 academic year, which have been outlined in this document.

GC Name (Print): _____ **PID:** _____

GC Name (Signature): _____ **Date:** _____

Supervisor Signature _____ **Date** _____

