



COORDINATOR MAIL 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 (DHRL) is to provide residents with safe, welcoming 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 comprises of about 300 student staff members, 16 Graduate Coordinators (GC), 14 Coordinators, 6 Assistant Directors, 2 Associate Directors, 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.

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: Mail Coordinator

Administrative:

- Maintain communication with the Mail Coordinator
- 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 (Quadiant), StarRez, eRezLife and Qualtrics
- 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

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 timely and caring follow-up support to students involved in incidents.
- Work closely with Coordinator to proactively identify students in need of support, making appropriate referrals.
- 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.
- Graduate Coordinators are required to work during university holidays and closures including, but not limited to winter break, spring break, and severe or inclement weather.
- Serve as critical personnel during university emergencies and campus closures.

Facility Management:

- Assist in coordination of move-ins, move-outs, and transitions throughout the year, with the mail staff or Residence Life Team as noted by supervisor.
- Maintain a positive relationship with Facilities Operations staff and respond to facilities concerns.
- Submit work orders as needed through online work order system(s).
- Refer maintenance needs to the appropriate personnel and follow-up, as needed.

Project Management

- Assist with implementation of 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
- Assist in the supervision and evaluation of student staff, providing informal weekly or bi-weekly feedback and formal semester evaluations for each staff member. Evaluations should be written and conducted in conjunction with the Coordinator.
- Develop goals and objectives with Coordinator for student staff.
- Meet weekly or bi-weekly with Coordinator for ongoing supervision.

- Communicate and report student staff performance or behavioral issues in a timely manner.
- Work with Coordinator to address instances where staff accountability must occur.

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 actively working, they will be immediately released from their position and referred to the Office of Student Conduct/UCF Police Department. GCs also cannot be under the influence of alcohol, drugs, illegal substances, and/or any prescription medication that was not prescribed to them or alters their mental state while serving in an on-call capacity.
- **Confidentiality/Privacy:** GCs must abide by FERPA and keep all personal information about residents, and other sensitive information private. GCs must 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 specific situations, the GC must discuss it with their supervisor before disclosing any information. GCs are responsible employees 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 department-issued polo or business casual, appropriate shorts/pants/skirts, name tag, and closed-toed shoes. The GC will be provided with departmental apparel; it is the GC's responsibility to keep it in good condition. Issued 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. The GC is required to use their provided @ucf.edu email as their primary means of electronic communication for work-related emails. It is required that GCs check and respond appropriately to their work email at least once a day, excluding weekends and holidays.
- **Media:** GCs are not authorized to represent or disseminate statements, positions or policies of UCF and 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 and/or DHRL. Reasonable steps include, but are not limited to, a prefatory disclaimer that the GC is not authorized to represent UCF or DHRL and that any statements made are solely the GC's personal opinion and not a representation of UCF or 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, 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 unsuccessful, an employment decision will be made by the Assistant Vice President or their designee.

Enrollment & Eligibility: To hold the Graduate Coordinator position, you must be currently enrolled within a UCF graduate program with full-time student status, which is no less than 9 graduate units. You are required to have the approval of the Assistant Director for Residence Life and Education to drop below the class registration requirement. Summer class registration is not required for summer employment as a Graduate Coordinator, if 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 graduate contract start date. You must also be enrolled in a UCF graduate program by your employment start date.
- **Graduate Contracts:** GCs must take a minimum of 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. 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 Residence Life Leadership Team. 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 Workday training course prior to operating the vehicles. Vehicles include: utility carts, vans or automobiles.

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 the primary place of residence. You will be required to sign a housing agreement and are responsible for reading and abiding by all terms and conditions of the agreement. 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 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 your Graduate Coordinator assigned unit. DHRL encourages staff to take time away throughout each semester to maintain a positive work-life balance. Time away must be requested through your supervisor and approved in advance.

Staff Accountability Process: DHRL has a department-wide staff accountability 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 **5/23/2025** 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. Most communities are open during the summer semester and staff are 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 reserve the right to release an employee for the following reasons, or for no reason at all: 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 staff accountability 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 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 training impacts 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 training. RAs train in May, August, and January, as well as additional training and in-services, as needed. Dates for training are provided in the "Important Dates" section. DHRL reserves the right to change or add training dates. All training and development events are required.

GRADUATE COORDINATOR COMPENSATION

UCF Graduate Coordinators receive a tuition waiver for full-time graduate enrollment (a maximum of 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 be paid bi-weekly regardless of time of or university closure. To make up the unworked hours, the Graduate Coordinator must work with their supervisor to modify their work schedule in the weeks surrounding the absence or university closure.

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, Rosen 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
May 1-9, 2025
May 11, 2025
May 12, 2025
May 27-June 13, 2025

Summer Student Staff Move Days (dependent on placement)
Summer Student Staff Training
Summer A/C Student Move-In
Summer A/C Classes Begin
Professional Staff Training

June 13-16, 2025
June 20-22, 2025
June 23, 2025
August 1, 2025
August 1-2, 2025
August 3, 2025
August 4, 2025

Summer B RA Move-In
Summer B Student Move-In
Summer B Classes Begin
Last Day of Summer Classes
Summer Commencement
Summer B/C Student Move-Out
Summer RA Release Day (Departing Staff only) out by 8am

Fall 2025

August 4-5, 2025
August 4-13, 2025
August 9-10, 2025
August 14-17, 2025
August 18, 2025
September 11, 2025
October 9, 2025
November 13, 2025
November 25, 2025
December 7, 2025
December 12-13, 2025
December 8-12, 2025
December 14, 2025

Fall Student Staff Move Days (August 4th after 5pm)
Fall All Student Staff Training
Fall Early Move-In
Fall Student Move-In
Fall Classes Begin
September In-Service
October In-Service
November In-Service
Fall Last Day of Classes
Fall General Move Out (Academic housing communities only)
Fall Commencement
Development Days
Transition to Consolidated Duty Shift

Spring 2026

January 2, 2026
January 5, 2026
January 5, 2026
January 10, 2026
January 12, 2026
January 22, 2026
February 12, 2026
March 12, 2026
April 9, 2026
April 27, 2026
May 6, 2026
May 7-9, 2026
May 14, 2026

New RA hire move-in (if applicable)
New RA hire training start 12pm (noon)
RA Return date (by 4:45pm) and Transition to Normal Duty Operations
Spring Student Move-In
Spring Classes Begin
January In-Service
February In-Service
March In-Service
April In-Service
Spring Last Day of Classes
Spring Student Move Out (Academic housing communities only)
Spring Commencement
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, accept the outlined in and the position term(s)

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

Graduate Coordinator position. I 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. I 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: _____

