

# UNIVERSITY COURTYARD HANDBOOK

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## STUDENT POSITIONS

*University Courtyard employs a variety of student staff year round.*

*Job openings will be posted online and applications available in the Atrium for any available positions.  
All University Courtyard Student Employment is subject to the submission of all required documents and  
proof of eligibility to work in the United States.*

**ATRIUM CUSTOMER SERVICE DESK ASSISTANTS:** Provide 24-hour customer service during the academic year at the Atrium Customer Service Desk by answering phones, filing, separating mail, processing lock-outs/lost keys, checking out recreational equipment and providing information. An Atrium Customer Service Desk Assistant is paid an hourly wage.

**COMPUTER ASSISTANTS:** Provide 24-hour assistance to residents using the computer lab, except during Thanksgiving, Winter and Spring recess. They are paid an hourly wage.

**MAINTENANCE:** Assist with the general maintenance and repairs to the facilities, related equipment and furnishings; make repairs to or send KeyCard locks back for repair when needed; keep a good working lock inventory on hand; program and replace locks as needed; run lock interrogations and reports, perform routine maintenance and clean locks. Work in the summer months and maintain binders, make keys for groups staying on campus. Available to come out after hours to make emergency repairs or keys. Student Maintenance and KeyCard Assistant receives room, board and a monthly stipend.

**MARKETING ASSISTANT:** Responsible for assisting with the delivery of a successful marketing program to prospective and current residents, the campus and community. Examples include the development, maintenance and execution of a website, printed publications, providing tours, planning University and University Courtyard events and answering phones. The Housing Happenings, a monthly online newsletter for residents, is also produced by a Marketing Student Assistant. A Marketing Assistant is paid an hourly rate.

**OFFICE ASSISTANT:** Responsible for mailbox combination process, interoffice mail processing and mail runs, inventory of storage areas, office forms, office supplies, common areas (furniture, kitchens, rec rooms); ordering, storing, restocking and distributing office supplies; and additional miscellaneous duties. This position is paid an hourly rate.

**TELEMARKETING ASSISTANT:** Contact prospective residents via telephone and provide them with positive information about living on-campus and assist them with completing and submitting the on-campus living application packet. A Telemarketing Assistant is paid an hourly rate.

## RESIDENTIAL LIFE STAFF OPPORTUNITIES

*While most of these positions are selected the year before, there may be openings available during the year.*

**RESIDENT DIRECTORS (RD)** are graduate students who are responsible for the day-to-day operation and administration of a residence hall complex ranging from 200-400 residents. RDs supervise Assistant Resident Directors and Resident Advisors, handle student conflict and conduct issues within their complex, and intervene in crisis when it occurs. There is a Resident Director always on duty to handle situations that arise in the residence halls.

**ASSISTANT RESIDENT DIRECTORS (ARD)** assist the Resident Directors with the supervision of the Resident Advisors in their building, serve as mentors to the RA staff, and provide the function of a Resident Advisor to the residents living on their floor.

**RESIDENT ADVISORS (RA)** are responsible for building their wing, floor, and building communities. RAs advise and counsel residents, mediate conflicts, develop and present programs on a diversity of

topics, create opportunities for interaction, enforce hall policies, and support the academic environment within University Courtyard

**PUBLIC SAFETY ASSISTANTS (PSA)** are responsible for the general security and safety of the University Courtyard community. PSAs handle a variety of conflicts and crisis, and patrol the halls and grounds throughout the evening and early morning hours. PSAs also provide late night escorts to residents who do not want to walk alone on campus.

### **SUMMER CONFERENCE STAFF OPPORTUNITIES**

*Overnight accommodations are provided for groups hosting events such as educational seminars, family reunions, workshops and sports camp. Groups of all sizes reside at University Courtyard for as short as a weekend to as long as several weeks. These positions provide professional development and excellent job training and experience.*

**SUMMER CONFERENCE SUPERVISORS:** Organize, deliver and ensure the successful day-to-day operation of Summer Conferences. Room, board and a stipend are provided.

**LIFEGUARD:** Is responsible for monitoring the pool area, enforcing rules, working with all age groups and a variety of diverse summer programs. Applications are available in March. Room, board and a stipend are provided.

**SUMMER CONFERENCE ASSISTANT:** Responsible for providing clerical support to the Summer Conference operation including preparation of proposals, confirmation packets, answering phones, maintaining group information, binders and folders. This position is a 12 month commitment and is paid an hourly rate.

**SUMMER CONFERENCE PUBLIC SAFETY ASSISTANT (PSA):** This position offers a rewarding role as a leader/helper. Under the direct supervision of a University Police officer, PSAs patrol grounds and interior of the halls for safety and security, University Courtyard grounds, parking lots and surrounding areas, provide escort service and close propped doors. Room, board and a stipend are provided.