

GRAMBLING STATE UNIVERSITY
OFFICE OF CAMPUS LIVING & HOUSING

**MAINTENANCE
ASSISTANT
SELECTION
PROCESS
INFORMATION
PACKET
2019-2020**



"BEING OF SERVICE TO OTHERS IS WHAT BRINGS
TRUE HAPPINESS".

Application Deadline TBA

Notification of Interview Times/Locations TBA

Individual Interview TBA

Decision Letters Available TBA

Application To-Do List (a.k.a. HOW TO APPLY)

1. Download this Information Packet from the Residential Life website and read it thoroughly.
2. Contact the designated people to answer any questions or address concerns.
3. Compose or update résumé.
4. Meet with Career Services to have résumé and cover letter critiqued (strongly encouraged).
5. Two references must be provided on your application form. It is preferred that at least one is from a Residential Life staff member or other professional position.
6. Complete the application, including the cover letter.
7. Follow up with the two individuals completing reference forms and remind them of the due date. All reference forms need to be submitted to the Office of Campus Living. Your application packet will not be considered complete until both references are delivered.

Short Answer Questions

The Maintenance Assistant application requires applicants to answer a series of short answer questions that are located within the application.

Information Sessions about MA position

If you are interested in receiving more one-on-one information about the MA position, you can talk to an Area Coordinator, Director or the Assistant Director. Also, Campus Living will be offering information sessions throughout the fall and spring semester for you to attend to view a presentation on the position and get your specific questions answered by our current staff members. You can ask them about their own experiences and learn about each position. Attending an Information Session is not required to apply for a position.

What do we consider in the Selection Process?

Every part of the Selection Process is important and is considered when making final selection decisions. Your past behavior within the residential or campus community is also considered. Factors we evaluate include, but are not limited to:

- Your application is reviewed for completeness, accuracy, and timeliness. Your short answers are reviewed for depth of thought, coherence of message, and freedom from errors. References are reviewed and reviewers' comments are considered.

- The individual interview is designed to judge your understanding of important concepts related to the position, your ability to put those concepts into words, and to provide examples of how you would respond in the position. Questions for each position are different, but all candidates should think about the following topics:
 - How strong communities are built
 - The impact of positive and negative student behavior on a community
 - How you help other students resolve problems or concerns
 - How you work on a team
 - How you will handle this new commitment, should you be hired
 - How you will function in an environment that is multicultural and celebrative of difference
 - How you resolve ethical dilemmas and what the importance of role modeling is
 - The role of “customer service” in the position for which you have applied
- Ways in which Campus Living staff have seen you resolve interpersonal conflicts, positively or negatively contribute to your community, or act in groups (student organizations, on your floor, at programs or events, and so on).

Alternate Process

Every year a number of applicants are chosen as alternates. ***Being chosen as an alternate means that you are qualified for the position, but we did not have enough vacant positions to offer you a job at this time.*** Frequently, alternates are offered positions over the summer because some people who have been hired decide they are not able to take the job. ***Additionally, alternates can be offered positions throughout the course of the academic year.***

As an alternate, if a position is offered to you and you choose to decline it, you will be removed from the alternate pool and must reapply if you want a position for the next academic year.

Once you receive the letter stating you are an alternate, you must let the office of Residential Life know, in writing, that you are accepting the position.

Spring & Fall Training

It is mandatory for all applicants who are hired and who accept the position to attend training sessions throughout the year. If you are hired, the first new paraprofessional training session will be held in May. This session will introduce you to the position and let you know more of the expectations that Campus Living has for you.

The next training will occur in August and usually begins about one weeks before halls open. August training is mandatory as well, and you cannot be a paraprofessional for the 2018-2019 academic year if you do not attend. Expect to work a 30-hour week Monday to Friday during training, plus some additional time on the weekends.

If you have concerns regarding mandatory training sessions, you can talk to the Director Tanisha Cousby or the Assistant Director Carnelia Barfield.

Paraprofessional Selection and Housing Selection

I'm applying to be an MA, what should I do about Pre-Housing?

- You should participate in pre-housing as if you are not going to be hired so that you have a good back up plan in place.
- If you are not yet living on campus, complete an online housing application. If you are hired, we will contact you about signing a housing lease.

Paraprofessional decisions will go out on TBA and your acceptance is due TBA.

- If you are not hired and no longer wish to have campus housing, please contact Campus Living.

Other Residential Life Involvement Opportunities

If you are not hired as a paraprofessional, there are other opportunities for you to get involved with Campus Living which will help to prepare you more for the next time you apply. These opportunities include:

Resident Assistant – Every residential community, has a resident assistant that is staffed from 8:00am - 12midnight. RA positions are paid a monthly stipend and 2200 to go toward room and must also attend mandatory training. If you are interested in applying for a RA position, applications are available on the Campus Living website at www.gram.edu.

About the Position Description and Terms of Employment

The terms of the following agreements are subject to change and are updated regularly. The *Position Description* and *Terms of Employment* are provided to give you an overview of the position but are not meant to be inclusive all of all responsibilities related to the Maintenance Assistant position.

MAINTENANCE ASSISTANT POSITION DESCRIPTION 2019-2020 Academic Year

The Maintenance Assistant is a student staff member in Campus Living at Grambling State University and reports directly to the Assistant Director and ultimately to the Director of Campus Living & Housing. This position is considered to be a major student leadership position in the Campus Living system. No maintenance experience is required, but strongly encouraged.

The Maintenance Assistant is responsible for the upkeep of the physical environment in the residence facilities. By the nature of the position, the Maintenance Assistant needs to be skilled in a variety of maintenance and repair skills. Eventually, the Maintenance Assistant will need expertise in all of the following areas to perform the job: carpentry, plumbing, locksmithing, upholstery, carpeting, HVAC operation, and general mechanical skills. Workshops will be arranged with various personnel to acquaint the Maintenance Assistant with the equipment and techniques necessary to do the job.

Specific responsibilities of the position include: 1) completing minor repairs in student rooms/apartments, hallways, stairways, and all public areas during regularly scheduled hours each week; 2) assisting with the opening and closing of the residence facilities at designated periods; 3) periodic progress meetings with the Assistant to the Director and Community Assistant -4) prompt completion of administrative duties (e.g., return of completed or referred work orders); 5) signing in and out with supervisor appropriate tools and keys; 6) mature and careful use of master and other keys at all times; 7) attendance at in-service and staff meetings unless otherwise instructed; 8) assisting with administrative tasks and reports in the facilities area; and 9) any other tasks assigned by Residential Life staff which are appropriate to the position.

Personal qualities that the Maintenance Assistant should possess include: 1) being a self-starter - one who does not need to be pushed to do a job; 2) ability to be assertive; 3) working effectively in a semi-autonomous capacity; 4) gaining satisfaction from seeing a job completed properly; 5) receiving enjoyment from the personal efforts taken to make the halls and apartments look good; 6) being a good team member; and 7) receiving enjoyment from serving the residents.

I. ADMINISTRATION

- A. The Maintenance Assistant is responsible for assisting with facility operations for an average of 20 hours per week.
 - 1. During Fall and Spring semesters, report to regularly scheduled work hours each week (minimum 20 hours) between the hours of 8:30 a.m. and 8:00 p.m. Monday - Friday in blocks of two hours or more.
 - 2. Provide emergency maintenance duty coverage every day throughout the semester via an established duty schedule.
 - 3. Assist in opening and closing functions.
 - 4. Work with any other staff member who may desire cooperation in solving residence hall/apartment maintenance problems.
 - 5. Assist in the identification of non-residents who make unauthorized use of residence facilities.
 - 6. Properly use master and other keys at all times. The exit or master key is not to be used by any unauthorized personnel. The master key should be signed out and returned as soon as work is complete.
 - 7. Submit all reports, surveys, and other assignments as requested.
 - 8. Assist in submitting repair and maintenance reports to the campus maintenance reporting system and/or the Assistant Director.

9. Attend staff meetings.
10. Assist with inclement weather and weather emergencies including shoveling snow, salting icy patches, etc.
11. Fulfill other administrative requests as assigned by the Area Coordinators, Assistant Directors, Director of Campus Living & Housing, or other Cam Staff.

II. STAFF DEVELOPMENT AND TRAINING

- A. Assist in the selection of staff members.
 1. Participate in the preliminary screening of applicants for student, graduate, and full-time positions through various selection/screening committees as requested.
 2. Make recommendations for selection of staff members as requested.

- B. Participate in the total staff evaluation and training program.
 1. Attend the staff training workshops in August and January and all staff development training programs held by the Assistant Director of Residential Life throughout the year.
 2. Participate in formal evaluation of job performance at least once each semester through the staff evaluation process and in informal evaluation on a periodic basis.
 3. Make suggestions to the Assistant Director regarding possible staff development training programs to assist staff in developing more effective job skills.
 4. Work closely with other staff members to avoid and resolve conflict that may arise.
 5. Participate in Departmental Opening and End-of-the-Year Banquets.

TERMS OF EMPLOYMENT

A. AGREEMENT REQUIREMENTS

1. The Maintenance Assistant agreement normally extends from August to May and includes the January period, the repair blitz at the end of the Spring semester of employment, as well as the blitz training period at the end of the Spring semester preceding Fall of employment. Mandatory - Maintenance Assistants must return to work one week prior to Fall opening for additional training and work experience.
2. Maintenance Assistants must live on campus in assigned rooms
3. MAs are required to cover nightly and weekend emergency duty during University vacation periods when classes are not in session (Spring Break, Mardi and Thanksgiving) and during from hall closing in December.
4. If the semester is extended due to inclement weather or any other reason, the Maintenance Assistant will fulfill his/her responsibilities until the official close of the semester.

B. COMPENSATION

1. Maintenance Assistant compensation during the agreement is room. Room provisions cover Fall and Spring semesters.

C. ACADEMIC COURSE WORK

1. The Maintenance Assistant must enroll in ED 222

2. The Maintenance Assistant must have a must maintain a 2.50 cumulative GPA. If the cumulative average falls below 2.50 you will be placed on probation. A second semester GPA below 2.50 will result in termination.

D. OTHER EMPLOYMENT & ACTIVITIES

1. As a Maintenance Assistant and student, each MA must put those personal limits on his or her time that facilitate acceptable performance.

2. The Maintenance Assistant's primary employment responsibility is to the MA position. Limited secondary employment, not to exceed 10 hours per week, must be requested in writing and approved in advance by the Assistant Director for Campus Living & Housing.

E. ON-GOING STAFF DEVELOPMENT

1. Each Maintenance Assistant is expected to attend in-service training and all-staff meetings as directed.

2. Each Maintenance Assistant is expected to attend any special/emergency meetings which may be called by the Office of Campus Living.

3. Each Maintenance Assistant must attend periodic staff development sessions held during the academic year.

4. Each Maintenance Assistant is expected to attend at least one formal evaluation session per semester with the Assistant to the Director. In addition, the Maintenance Assistant should meet with the Assistant Director for the purpose of joint and ongoing feedback.

F. RESPONSIBILITY FOR TOOLS AND KEYS

The MA is provided with appropriate tools and keys. The MA will sign out tools and keys during working hours. At termination, an assessment of tools and keys will be made. Responsibility for these tools and keys rest with the MA. Missing tools and/or keys will be assessed to the MA.

G. AVAILABILITY & TIME OFF

1. Each Maintenance Assistant is required to be present in the Residential Halls when he or she is assigned duty and to handle any problems which may occur as part of the responsibility. Specific details concerning duty can be found in the Staff Handbook. Additional duty hours may be assigned by Campus Living in an emergency situation.

2. Each Maintenance Assistant is encouraged to take time off to get away from campus.

3. The Maintenance Assistant will be available in the residence halls prior to opening and after closing to assist the Assistant t Director. In addition, the MA will be available during the first and last week of each semester to assist students with the check-in and check-out process.

4. The Maintenance Assistant is expected to maintain regularly scheduled hours unless the MA arranges coverage by another Maintenance Assistant AND is approved by the Assistant Director or Director of Campus Living to be absent from regular work hours.

5. All maintenance assistants are classified as "Essential Staff" and as such, your presence is required regardless of the existence of an emergency condition – such as a power outage or weather-related emergency – and whose absence from duty could endanger the safety and well-being of the residential community.

H. RULES, REGULATIONS, AND UNIVERSITY POLICY

The Maintenance Assistant is expected to abide by all laws, local, state and federal, and to abide by the rules and regulations of Grambling State University and Campus Living.

I. BUILDING AND APARTMENT ASSIGNMENT

Assignments may be changed depending on Campus Living & Housing needs.

J. CONSEQUENCES FOR JOB PERFORMANCE CONCERNS

1. Letter of Reprimand or Employment Probation

The Maintenance Assistant may receive a letter of reprimand or be placed on employment probation by the Assistant Director for Campus Living & Housing for unsatisfactory performance. If a Maintenance Assistant is on probation and concerns with his/her job performance continue, the Maintenance Assistant's employment will be terminated.

2. Termination Prior to Beginning Employment

Prior to the time employment begins, if, in the opinion of Campus Living staff, the MA fails to maintain the minimum academic requirements or fails to adhere to a standard of behavior consistent with the MA position, the staff offer may be withdrawn.

3. Reasons for Termination During the Academic Year

Termination from the MA position can result from breach of the MA agreement, breach of university or Campus Living rules and regulations, and/or from unsatisfactory performance. For example, an MA may perform extremely well and violate the terms of the MA agreement regarding grades or building regulations; or the MA may abide by the agreement but not have the skills and/or motivation necessary to succeed in the position. Termination for violation of the MA agreement may be automatic. Termination for unsatisfactory performance will generally only be considered after the staff member's direct supervisor has made efforts to point out those areas which need improvement and help the MA improve his/her skills and performance through personal support, guidance and regular evaluation.

4. Termination at the End of the Academic Year

The MA position is for one academic year. Staff must, therefore, go through a reapplication process to be considered for rehiring. All hiring decisions are contingent upon the approval of the MA's direct supervisor, the Assistant Director for Campus Living & Housing, and the Director of Campus Living & Housing.

5. Procedures for Termination

In all cases, the decision to terminate will rest with the Director for Campus Living & Housing. The specific reason(s) for termination will be provided in writing to the Maintenance Assistant. The MA will also be given an opportunity to be heard regarding any concerns or questions he/she has regarding the termination decision. An appeal following dismissal may be submitted to the Director of Campus Living & Housing within two (2) working days of receipt of written notice of termination. In all cases, where termination is being considered during the year, consultation among the MA, the Director and the Assistant Director takes place prior to termination. Termination at the end of the agreement period will not require such a process since the MA agreement expires at the end of that period (see above).

6. Dismissal from University

A Maintenance Assistant is immediately terminated from his/her position upon withdrawal or dismissal from the university.

Maintenance Assistant

G Number
(i.e. G00123456):

Personal Information

Name _____

Residence Hall & Room Number	City	State	Zip
Phone Number	Mobile Number	Email Address	

Education

Declared Academic Major:	Do you have any aid/scholarship that provides housing cost exemption? If yes, please state: _____ Yes <input type="radio"/> No <input type="radio"/>	Credit Hours Completed at GSU _____
--------------------------	---	--

Other Colleges/Universities Attended

1. _____

2. _____

General Information

Gender (optional)	GPA	Expected Graduation Date	Current Class Standing
Male	Semester_____		<input type="radio"/> FR <input type="radio"/> SO
Female	Cumulative_____		<input type="radio"/> JR <input type="radio"/> SR

Recommendation Forms

All applicants must submit **two (2)** recommendation forms. Recommendations should be from people who will be able to assess your skills and abilities and will be able to comment on your potential as a Maintenance Assistant.

Recommendations should be completed by the following individuals:

1. A faculty member, academic advisor, or teacher assistant within your current institution of higher education.
2. A mentor (i.e. Director, Assistant Director, former employer, or student organization advisor).

Please ask those individuals who will be completing your recommendation form to return the form back to you in a sealed envelope so you may turn it in with your application. **Recommendations must be turned in by the application deadline or your packet will be considered incomplete.**

Recommendation Form

Applicant's Name _____

Date _____

I request a CONFIDENTIAL recommendation and waive the right to review this reference.

Applicant Signature _____

G # _____

The person above has applied for the position of Resident Assistant in the Department of Residential Life at Grambling State University. Thank you for your time and assistance in our Maintenance Assistant selection process.

In what capacity do you know the applicant?

<p>Directions: Please respond to the following statements by rating this candidate on a scale from 1-4 or N/A. Please provide all relevant comments below.</p> <p>Rating Scale: 1= Needs Improvement 2= Acceptable 3=Good 4=Outstanding NA=Not able to evaluate</p>				
---	--	--	--	--

1. This candidate overall has a positive attitude towards experiencing new things and learning.

1 2 3 4 NA

2. This candidate is able to adapt to most situations. They are flexible in their thinking and actions.

1 2 3 4 NA

3. This candidate is dependable. They are able to work autonomously to accomplish tasks in a timely and professional manor.

1 2 3 4 NA

4. This candidate can be characterized as trustworthy and honest. They can be trusted with confidential information.

1 2 3 4 NA

5. This candidate is willing to work with a variety of people from different backgrounds and lifestyles.

1 2 3 4 NA

6. This candidate has the ability to multi-task. This candidate can manage time effectively.

1 2 3 4 NA

7. This candidate has the ability to confront the behavior of their peers in a polite, honest and direct manner.

1 2 3 4 NA

Overall recommendations of this candidate for the Resident Assistant position:

Highly Recommend Recommend Recommend with Reservations Do not Recommend

Comments about this candidate:

Name of Reference _____

Title _____

Recommendation Form

Applicant's Name _____

Date _____

I request a CONFIDENTIAL recommendation and waive the right to review this reference.

Applicant Signature _____

G # _____

The person above has applied for the position of Resident Assistant in the Department of Residential Life at Grambling State University. Thank you for your time and assistance in our Maintenance Assistant selection process.

In what capacity do you know the applicant?

<p>Directions: Please respond to the following statements by rating this candidate on a scale from 1-4 or N/A. Please provide all relevant comments below. Rating Scale: 1= Needs Improvement 2= Acceptable 3=Good 4=Outstanding NA=Not able to evaluate</p>
--

1. This candidate overall has a positive attitude towards experiencing new things and learning.

1 2 3 4 NA

2. This candidate is able to adapt to most situations. They are flexible in their thinking and actions.

1 2 3 4 NA

3. This candidate is dependable. They are able to work autonomously to accomplish tasks in a timely and professional manor.

1 2 3 4 NA

4. This candidate can be characterized as trustworthy and honest. They can be trusted with confidential information.

1 2 3 4 NA

5. This candidate is willing to work with a variety of people from different backgrounds and lifestyles.

1 2 3 4 NA

6. This candidate has the ability to multi-task. This candidate can manage time effectively.

1 2 3 4 NA

7. This candidate has the ability to confront the behavior of their peers in a polite, honest and direct manner.

1 2 3 4 NA

Overall recommendations of this candidate for the Resident Assistant position:

Highly Recommend Recommend Recommend with Reservations Do not Recommend

Comments about this candidate:

Name of Reference _____

Title _____

Short Answer Questions

1. Please explain why you are applying to be a Maintenance Assistant. What is your view of the MA position? Why do you think the RA position would benefit you?
2. List and describe at least three characteristics about yourself that you feel would assist you in the MA position?



Grambling State University

Division of Student Affairs
Office of Student Judicial Affairs

GSU Box 4309
Grambling, LA. 71245
Telephone: (318) 274-6149/Fax: (318) 274-3297

CONSENT TO DISCLOSE STUDENT JUDICIAL RECORDS

This release represents your written consent to disclose student judicial records maintained by Grambling State University, to specific individuals identified below. Please read this document carefully and fill in all applicable blanks.

I, _____ (Print Full Legal Name) _____ (G Number)

() am currently () was previously a student at Grambling state University and hereby give my voluntary consent to disclose the following records:

- Contents of Individuals Judicial File (Copies of files are not provided)
- Other: (please specify) _____

to the following person (s) _____

Please present or provide photocopy of student ID or current government issued ID and indicate your access preference regarding the nature of this record release:

- _____ Provide personal access to documentation contained in file.
- _____ Authorize university official to orally discuss information in file.
- _____ Provide written response to disciplinary clearance or other form (**must attach form and include postage paid return envelope for off-campus address**)

NOTE: Please allow five business days for processing request for personal access to a file by a third party and ten days for a written response.

I understand that under the Federal Educational Rights and Privacy Act 1974, no disclosure of my records can be made without my written consent unless otherwise provided for, in legal statues and judicial decisions/ agreements. I also understand that I may revoke this consent at any time (via written request) except to the extent that action has already been taken upon this release.

(Signature of Student) (Date)

(Current Address) (Phone Number)

(University) (Email)

From _____ **To** _____
(Dates of Attendance) (Date of Birth)

Office Use Only: _____

I certify that my answers are true and complete to the best of my knowledge.
If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

Name (Please Print)

Signature

Date