

RESIDENCE HALL ATTENDANT SERIES

| <u>Code No.</u> | <u>Class Title</u> | <u>Occ. Area</u> | <u>Work Area</u> | <u>Prob. Period</u> | <u>Class Spec Effective Date</u> | <u>Exam Effective Date</u> | <u>Last Action</u> |
|-----------------|---|------------------|------------------|---------------------|----------------------------------|----------------------------|--------------------|
| 0560 | Residence Hall Attendant | 13 | 69 | 6 mo. | 3/26/1996 | 3/26/1996 | Reinstated |
| 3807 | Supervisor of Residence Hall Attendants | 13 | 69 | 6 mo. | 12/1/2019 | 12/1/2019 | Revised |
| 3806 | Coordinator of Residence Hall Attendant Program | 13 | 69 | 6 mo. | 12/1/2019 | 12/1/2019 | Revised |

Promotional Line: 207

Series Narrative

Employees in this series are responsible for monitoring the flow of university and non-university guests as well as the physical conditions of the residence halls. The attendants perform their duties at a fixed post in a residence hall without the use of firearms or other protective instruments. The higher levels of the series supervise and train the Attendants; develop policies, procedures, rules, and regulations for the residence halls controlled access programs; and serve as the person in charge in dealing with emergency situations.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Residence Hall Attendant

0560

Employees at this level monitor the activities of occupants and guests and the physical conditions of a residence hall during night hours. They work under general supervision of higher level personnel.

A(n) Residence Hall Attendant typically –

1. checks identification of persons entering or leaving a residence hall during closed hours.
2. tours public areas at intervals to monitor conditions in facility and activities of residents and/or guests and notifies appropriate staff members of emergency situations (such as illness, fire, or maintenance problems) or illegal activities (such as thefts or vandalism).
3. locks building at established hours and unlocks outside doors at end of shift.
4. learns, carries out, and enforces rules and regulations concerning residence halls, student codes, and emergency situations.
5. maintains register of university and non-university guests in a residence hall.
6. maintains log of incidents that occur during closed hours and completes report for supervisor daily.

7. acts as host/hostess in public lounge area prior to closing hours.
8. answers reception-desk telephone.
9. performs other related duties as assigned.

Level II: Supervisor of Residence Hall Attendants**3807**

Employees at this level supervise Residence Hall Attendants and serve as an assistant to the Coordinator of Residence Hall Attendant Program. They work under general supervision of the coordinator.

A Supervisor of Residence Hall Attendants typically –

1. assists with personnel functions such as interviewing, selecting, training, supervising, evaluating performance, and/or developing staff, work schedules, and assignments;
2. supervises the maintenance of records such as guest registers, daily activity reports, and incident reports;
3. maintains inventory of university property such as residence hall keys or key cards, records/logs, etc.;
4. assists with the development of policies, procedures, rules, and/or regulations related to the residence hall attendant program;
5. responds in the event of an emergency; assists in maintaining a secure environment within the residence halls;
6. conducts periodic inspections of the residence halls;
7. performs duties of the lower level;
8. performs other related duties as assigned.

Level III: Coordinator of Residence Hall Attendant Program**3806**

Employees at this level are responsible for the controlled access programs in residence halls; the coordination and management of the residence hall attendant staff; and the exercise of personal discretion in dealing with emergencies. They work under general supervision from a designated administrator(s).

A Coordinator of Residence Hall Attendant Program typically –

1. develops, establishes, and implements policies, procedures, rules, and/or regulations related to the residence hall attendant program;

2. oversees personnel functions such as interviewing, selecting, training, supervising, evaluating performance, and/or developing staff, work schedules, and assignments;
3. assists attendants in resolving emergency situations such as violations of policies, procedures, rules and/or regulations, medical emergencies, building maintenance problems, etc.; serves as the main point of contact for personnel during an emergency situation;
4. maintains liaison between attendants, university personnel, and non-university personnel;
5. oversees records such as daily activity reports, incident reports, communication reports, guest registration, and logs maintained by the attendants; initiates follow-up actions such as processing requisitions for supplies and/or work orders;
6. manages inventory of university property such as residence hall keys or key cards, records/logs, etc.;
7. performs duties of the lower levels;
8. performs other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Residence Hall Attendant

0560

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

None

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. social and communications skills needed to deal effectively with residents, guests, residence hall staff, and other university personnel
2. ability to work under pressure and/or respond appropriately in emergencies
3. ability to learn, follow, and enforce university and residence hall procedures
4. ability to keep records for assigned area

Level II: Supervisor of Residence Hall Attendants

3807

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Any one or combination totaling **one (1) year (12 months)** from the categories below:
 - A. college course work in criminal justice, communication, hospitality, social sciences, or a closely related field, as measured by the following conversion table or its proportional equivalent:
 - 30 semester hours equals **six (6) months**
 - 60 semester hours or an Associate's Degree equals **twelve (12) months**
 - B. work experience which could include customer service, crisis management, public safety such as a dispatcher or security guard, or closely related experience.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Knowledge of principles and processes for providing customer service.
2. Knowledge of administrative and clerical procedures and systems such as maintaining and organizing records, word processing, managing files and records, data entry, designing forms, and other office procedures and terminology.
3. Knowledge of electronic equipment, computer hardware and software, and their applications.
4. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
5. Knowledge of, or the ability to learn and uphold, University policies and procedures to promote security operations for the protection of people, data, property, and institutions.
6. Ability to communicate effectively as appropriate for the needs of the audience, which could include de-escalation and conflict resolution.
7. Ability to interpret work related documents, policies, and procedures.
8. Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
9. Ability to think critically, respond effectively, and maintain a professional demeanor in a potentially high stress or emergency situations.

10. Ability to adapt to changing organizational needs.

Level III: Coordinator of Residence Hall Attendant Programs**3806**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Any one or combination totaling **two (2) year (24 months)** from the categories below:
 - A. college course work in criminal justice, communication, hospitality, social sciences, or a closely related field, as measured by the following conversion table or its proportional equivalent:
 - 30 semester hours equals **six (6) months**
 - 60 semester hours or an Associate's Degree equals **twelve (12) months**
3. supervisory or administrative work experience which could include customer service, crisis management, public safety such as a dispatcher or security guard, or closely related experience.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Knowledge of principles and processes for providing customer service.
2. Knowledge of administrative and clerical procedures and systems such as maintaining and organizing records, word processing, managing files and records, data entry, designing forms, and other office procedures and terminology.
3. Knowledge of electronic equipment, computer hardware and software, and their applications.
4. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
5. Knowledge of, or the ability to learn and uphold, University policies and procedures to promote security operations for the protection of people, data, property, and institutions.
6. Ability to communicate effectively as appropriate for the needs of the audience, which could include de-escalation and conflict resolution.

7. Ability to interpret work related documents, policies, and procedures.
8. Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
9. Ability to think critically, respond effectively, and maintain a professional demeanor in a potentially high stress or emergency situations.
10. Ability to adapt to changing organizational needs.