

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	069	6 mo.	10/15/2020	10/15/2020	Revised
3807	Supervisor of Residence Hall Attendants	13	069	6 mo.	12/1/2019	12/1/2019	Revised
3806	Coordinator of Residence Hall Attendant Program	13	069	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 flow of university and non-university guests from a fixed post. They work under general supervision of higher-level personnel.

A(n) Residence Hall Attendant typically –

1. greets and assists university and non-university guests;
2. monitors the flow of university and non-university guests; checks and verifies identification of individuals entering or leaving a residence hall;
3. ensures building is secure during established hours;
4. enforces policies, procedures, rules and/or regulations; appropriately addresses violations of policies, procedures, rules and/or regulations;
5. maintains records of all university and non-university guests;
6. performs visual inspections of public areas to monitor conditions and activities of a residence hall; reports any facility-related concerns for emergency maintenance, routine repair, etc.;

7. maintains daily activity reports; completes incident reports, as necessary;
8. maintains the public areas and work station in a neat and orderly fashion;
9. assists in the event of an emergency by notifying the appropriate personnel;
10. performs administrative support duties such as answering phones, relaying calls and messages, providing information, etc.;
11. 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

1. High school graduation or equivalent

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 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, or the ability to learn and uphold, University policies and procedures to promote security operations for the protection of people, data, property, and institutions.
5. Ability to exhibit strong organizational skills and maintain detailed, accurate records.
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 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 **one (1) year (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 **one (1) year (12 months)**

- B. 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.