

Graduate Assistant for Housing Business Operations

2026-27 Position Description

[Applications being accepted via Handshake \(job #11015442\) until 11:59pm on Wednesday, June 3, 2026.](#)

Unit Summary

The office of Housing & Residential Education (HRE) provides services and support for UNC students living on campus, including housing, programming for on-campus students, and support and referrals to other areas of UNC/the Greeley community.

The Graduate Assistant for Housing Business Operations will report to the Assistant Director for Contracts and Occupancy and will interact with the HRE Accounting Specialist, the Associate Director for Housing Services, and the Associate Director for Residential Education at various times throughout the year. Current staff serving as the Assistant Director for Contracts and Occupancy is Lindsay Kohles 970-351-1951)

Position Summary

The Graduate Assistant for Housing Business Operations is a part-time, graduate assistant position coordinating work with assignments and customer service operations of the office of Housing & Residential Education. This role includes accountability for Contracts, Billing, Customer Service, and Housing Operations. The Housing Operations Graduate Assistant will work closely with the Housing Leadership Team and the Division of Student Affairs Business Manager to support key operational functions, including accounting processes, occupancy management, and customer service initiatives. This role will assist with tracking and reconciling financial transactions, supporting billing and assignment workflows, and monitoring occupancy trends to inform strategic decision making. The Housing Operations Graduate Assistant will help streamline and document business processes, develop resources and training materials for staff, and contribute to the creation and annual review of operational procedures. They will collaborate with professional and student staff to enhance customer service practices, support frontline service operations, and ensure consistent, student-centered communication.

The role participates in communication efforts to new and current students.

This role works with the following University Committees: Divisional Committees, Department Committees, Student Recruitment, and Return Sign Up.

Daily Duties and Responsibilities

Business / Management

The Housing Business Operations Graduate Assistant assists in the work of the office of Housing and Residential Education and shares responsibility for planning the work of the office of Housing and Residential Education. This role assists with Occupancy processes including Contracts and Assignments, Financial, and other student needs.

- Coordinates work with Accounting and Occupancy staff to ensure financial aspects of housing processes are maintained.
- Coordination of short-term housing assignments and non-affiliated resident process including building and updating lease templates, request forms, and managing and creating communication templates.
- Manual assignments as needed based on student housing contracts and matching of residents based on information provided by students and accessing facility information for assignments: Including Disability Resource Center approved housing accommodations, family housing, and specialty housing needs.
- Summer housing assignments– collaborating and communicating with partners in Extended Campus and other programs to gather information, and update website and contracts and manual assignment of summer students.
- Assists in Housing portion of recruitment events with Admissions, New Student Orientation, and other recruitment stakeholders for campus visit days involvement/organization to coordinate efforts to onboard new students to UNC specifically within the context of University Housing.
- Assist with maintenance and updates of the new student and return sign up housing processes.
- Maintain and update reports, including weekly application reports. Develop, analyze, and extract reports from the office housing management software related to occupancy and contract trends for use by administrators, staff, students, and other areas. (i.e., demographic information, turnover, withdrawal) for use by administrators, staff, students, etc. Coordinate various reports on the status of occupancy in the housing facilities, housing applications, etc.
- Monitor email inboxes such as housing@unco.edu, etc. to answer questions specifically related to Housing & Dining.
- Review and auditing of residence halls bed space allocation.
- Collaborate on marketing and communications with incoming and current residents with Collaborative Design Hub, Admissions, etc.
- Serve as a member of the contract exemptions and release processes committee.
- Periodically review financial suspensions, academic suspensions, behavior suspensions and expulsions, and other resident requirements to ensure resident eligibility.
- Maintains and updates HRE timeline and ensure task completion for the occupancy team.
- Ensure high levels of performance, achievement of goals, and quality of results.
- Assist with Housing needs for conference and event services guests as needed.

- Assist in design and facilitation of training for HRE staff regarding assignments, occupancy management, software management.
- This position has a desk in the Housing and Residential Education Main Office and may play a role in interacting with walk-in customers and guests, answering phone calls, and responding to emails in the housing office inbox.
- Communicate with faculty and staff as necessary regarding referrals/concerns.
- Consult with and maintain strong collaborative relationships with campus entities.
- Attend regularly scheduled staff meetings as needed.

60% (Essential Function)

Student Learning and Development

The Housing Business Operations Graduate Assistant works to align the use of facilities with UNC HRE goals for students learning.

- Collaborate with Residential Education staff to plan assignment practices for Residential Learning Communities and Specialized Housing, Student Athlete Housing, etc.
- Monitor room/hall changes related to existing policies in collaboration with the Residential Education team (e.g., determines if student qualifies for residential learning communities).
- Assist in room assignments work where there are intersections with the Disability Resource Center, Dean of Students, Office of Institutional Equity and Compliance, and others to support the needs of students with processes such as room placement, renewal, or contract release.
- Assist the Assistant Director for Contracts and Assignments, Associate Director for Residential Education, Associate Director for Housing Services, and the Executive Director to plan and assess use of facilities for residents as well as coordinate other needs for Conference and Event Services, Office of Global Engagement Groups, and planned updates to facilities.
- Assists in the annual review and updating of the Student Code of Conduct, Housing & Residential Education Handbook, HRE duty protocol, and similar materials that affect the residential experience.

25% (Essential Function)

Residential Facilities

The Housing Business Operations Graduate Assistant may assist in communication with Facilities Management, Information Management & Technology, and other internal offices and external vendors to direct work and improvements in Housing facilities.

- Work with others in Housing to ensure proper use of facilities is reflected in software
- Review software with Associate Director for Housing Services to ensure room condition reporting needs are met.
- Assist in occupancy planning and management
- Assist with customer service from main office, conference housing operations
- Assist in oversight of pet and animal policies.

- Assist in updating of floorplan documents using Microsoft Visio.

10% (Essential Function)

Crisis Management

The Housing Business Operations Graduate Assistant may be involved in emergency response and risk management of the residential campus.

- Respond, evaluate, notify, and direct staff in response to student crisis and life/safety emergencies for all housing facilities.
- Provide direction and supervision of initial onsite responders pending the arrival of police, fire, and medical support.
- Provides training or guidance as appropriate for emergency response.
- Reports relevant to emergencies or crisis as appropriate.

5% (Essential Function)

Public-Private Partnerships

The Contracts and Assignments Coordinator upkeeps relationships with on-campus and off-campus vendors related to residential experiences.

- May liaise with Housing Management Software Vendors (eRezLife) and management of relationships, software needs, etc.

5% (Essential Function)

Collaboration

The Housing Business Operations Graduate Assistant is an integral member of the Housing and Residential Education team, and will work closely with the following areas:

- Disability Resource Center
- Dining Services
- Dean of Students Offices
- Division of Student Affairs
- Facilities Management
- Information Management and Technology

Hours and Availability

Typical office hours are completed during business hours (8 am-5 pm) Monday-Friday. This position may require work during evening hours (after 5 pm) and on weekends in order to host trainings/programs. Additionally, the graduate assistant will be expected to host office hours at least 3-4 days per week to meet their total 18 hours/week requirement. The full-time assistantship

is appointed for 18 hours per week during the contracted period (306 hours per semester, 612 hours per contract period).

Additional expectations related to academic course load and outside employment are outlined in the [Graduate Assistant Handbook](#) (an updated version of the handbook will be available closer to the start date).

Qualifications and Additional Requirements

Minimum Qualifications:

- Enrollment in a UNC Master's degree program
- Be in good academic standing (*Students admitted with a lower than 3.0 GPA and academic provisions may not be hired in assistantship positions until they earn at least a 3.0 GPA or their academic provisions are met*)

Preferred Qualifications:

- Experience working collaboratively within a team
- Experience working with university policies and resources
- Strong written and verbal communication
- Understanding of higher education setting, student development, and mental health concerns for college students
- Experience with problem-solving and autonomous decision-making
- Previous work experience in university housing, student life, orientation, or related role
- Experience supervising and training staff
- Experience working with college students from diverse backgrounds
- Attentiveness to detail and ability to follow administrative processes

Additional Requirements:

- By applying, applicants consent to a conduct check completed by the Dean of Students Office.
- By applying, applicants consent to a GPA check
- Must maintain FERPA rights of students

Training Commitments

- Participate in department training starting on August 3, 2026
- Attend the annual UNC Graduate Assistant training day
- Complete annual training in Title IX (harassment identification/prevention), resources to assist distressed students, FERPA, and other training offered by the supervisor
- Additional on-the-job training will be outlined

Compensation

Master's Degree Graduate Assistants will receive a stipend of \$12,913 over a 10-month period in addition to in-state tuition and fees. Graduate students classified as out-of-state will be responsible for covering the difference in tuition and fees.

This position will also be covered for summer work in the same amount and is considered a 12-month position.

This position is eligible for a furnished apartment in a residence hall or apartment complex (includes utilities, internet, and access to laundry) as aid in addition to the stipend mentioned above.

Contract Period for Position

This Graduate Assistantship is a full-time, master 's-level, academic-year contract. The contracted period is August 14, 2026 – May 15, 2027. The contract period includes all pre-service and in-service training. The schedule of a student in an academic year contract follows the UNC calendar. Fiscal year contracts allow one week of vacation during the fiscal year. Graduate Assistants receive sick leave, as outlined in the [Student Employment Handbook's – Student Sick Leave Section](#).

Employment Outcomes

By serving in this position, the Housing Business Operations Graduate Assistant will be able to:

- Create and analyze reports
- Design effective processes to meet multiple needs
- Understand and navigate relevant laws and policies that impact student housing work
- Implement active listening and basic helping skills
- Advocate for student needs and promote students' self-agency
- Identify campus and community resources to support students in crisis and assess appropriate referrals
- Understand and apply socially just practices to meet the diverse needs of students based on the identities they hold

In this position you gain a wide range of career readiness skills recognized by the National Association of Colleges and Employers (NACE). As a result of performing the job responsibilities of the Housing Business Operations Graduate Assistant, students will increase their knowledge, skills, and abilities in the following highly employable areas:

- **Career Development** – Identifying and communicating one's skills, strength, knowledge, experiences and areas of professional growth relevant to desired career goals. Able to navigate and explore job options, career next step opportunities and self-advocate for those opportunities in the workplace.

- **Communications** – Expressing thoughts/ideas in a clear and effective manner both in-person and in written form.
- **Critical Thinking and Problem Solving** – Proactively anticipate needs, prioritize action steps, and make sound and reasonable decisions.
- **Equity and Inclusion** – Demonstrating inclusiveness and the ability to interact respectfully with all people and gain an appreciation of individuals’ differences. Actively engage in education to increase awareness and knowledge.
- **Work Ethic** – Demonstrating personal accountability, effective work habits, integrity/ ethical behavior, acting with the interests of the larger community in mind and can learn from mistakes.
- **Teamwork/Collaboration** – Building strong collaborative relationships with peers and university/community partners, while demonstrating working through healthy conflict management.
- **Digital Literacy** – Integrating existing technologies ethically/effectively to problem solve, complete tasks and accomplish goals while demonstrating adaptability to new and emerging technologies.