Hatch Coordinator

General Description
The Hatch Coordinator (HC) is a part-time student staff member of Housing and Dining Programs and a member of the University’s Office of Campus Life. The Program Coordinator is responsible for the security and safety of the guests in the Hatch, as well as for the planning and implementation of effective social and educational programs in the space.

The Hatch Coordinator reports directly to the Hatch Manager and Residential Education Coordinator. The HC is chiefly responsible for the overall management and operation of the Hatch. The HC is expected to work closely with other staff members in Housing and Dining Programs (DRs, RAs, RDs, DGs, Residence Maintenance Crew, etc.) within the building as well as across campus.

Student Status
The Hatch Coordinator is a full-time student at American University. The HC must be enrolled in a degree-granting program each semester. HCs must maintain a 2.5 grade point average (GPA) or higher from the date of application through the date of separation.

Time Commitment
Hatch Coordinators may work up to 18 hours per week but a minimum of 6-12 hours per week in the Hatch. HCs are required to work shifts as assigned in the scheduling meetings and must get coverage (24 hours in advance) if he/she cannot work a pre-scheduled shift. HCs must discuss outside commitments with their supervisors prior to beginning their positions each semester. If performance is compromised because of outside commitments, the HC may be given a recommendation to limit outside commitments in order to improve performance. Continued poor performance may result in employment probation or dismissal.

HCs assist in the coverage of front desks in emergency situations and may need to cover hours within the center during hall openings, closings, and days before and after scheduled breaks (Fall, Winter, and Spring). HCs must attend staff meetings on a bi-weekly basis to discuss issues, report progress in program planning and to schedule future shifts.

Training Requirements
Hatch Coordinators must attend and participate fully in a staff training scheduled in August (and January, if necessary) prior to the beginning of the Fall semester openings of the centers.

If hired after the schedule training date, HCs will coordinate appropriate training dates with the Hatch Manager and the Residential Education Coordinator.

Position Requirements
The HC will assist and be responsible for the following tasks:

- Maintain full-time student status throughout employment.
- Read, sign, and abide by the policies as set forth in the Guidelines for Employment
- Complete and sign online timesheet by scheduled date.
- Assist in the coverage of Hatch during regular operating hours, and during hall openings, closings, and days before and after scheduled breaks (Fall, Winter, and Spring) as needed.
- Monitor Hatch security by managing the inflow and outflow of traffic.
- Operate and assist students with entertainment systems.
- Complete nightly inventory of furnishings.
- Rearrange room nightly to the daily “staging” position.
- Provide a high level of customer service to all residents and guests.
- Serve as a receptionist and resource person by answering questions asked by residents and guests.
- Plan and implement quality social and educational programs.
- Assist with marketing, tabling, or other advertising events for the Hatch.
- Utilize social media (Facebook) on a regular basis to promote use of the Hatch and the events taking place in the space.
- Assess resident needs for the Hatch and seek to meet those needs through resources, increased communication, and programming.
- Inventory and monitor use of supplies and inventory and report any malfunctions or missing equipment.
- Meet with the Residential Education Coordinator at needed and required times.
- Manage all technology for the space.
- Inventory the number, time, and date of patrons who enter the Hatch for assessment purposes.
- Other duties as assigned.

Failure to perform any of the above duties and responsibilities may result in probation or termination. The HC must also abide by all policies and regulations of American University, as well as federal and local jurisdictions.

Compensation - Coordinators will receive $9.50 per hour.