Perch Coordinator

General Description
The Perch Coordinator (PC) 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 Perch, as well as for the planning and implementation of effective social and educational programs in the space.

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

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

Time Commitment
Perch Coordinators may work up to 18 hours per week but a minimum of 6-12 hours per week in the Perch. PCs 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. PCs must discuss outside commitments with their supervisors prior to beginning their positions each semester. If performance is compromised because of outside commitments, the PC may be given a recommendation to limit outside commitments in order to improve performance. Continued poor performance may result in employment probation or dismissal.

Pcs 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). PCs must attend staff meetings on a bi-weekly basis to discuss issues, report progress in program planning and to schedule future shifts.

Training Requirements
Program 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, PCs will coordinate appropriate training dates with the Perch Manager and Residential Education Coordinator.

Position Requirements
The PC 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 Perch during regular operating hours, and during hall openings, closings, and days before and after scheduled breaks (Fall, Winter, and Spring) as needed.
- Monitor Perch security by managing the inflow and outflow of traffic and by monitoring the multiple entrances.
- Operate and assist students with entertainment systems.
- Complete nightly inventory of furnishings.
- Complete nightly inventory of coffees and supplies, and report any machine malfunctions. Rearrange room nightly to the daily “staging” position.
- Collect and process Eaglebuck$ payments, and note any card reader errors or malfunctions.
- Ensure appropriate stock of coffee condiments throughout shift and keep coffee bar clean and free of waste.
- 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 Perch.
- Utilize social media (Facebook and Twitter) on a regular basis to promote use of the Perch and the events taking place in the space.
- Assess resident needs for the Perch 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.
- Clean coffee canisters nightly.
- Brew fresh coffee each night prior to beginning of opening.
- Manage the music, lighting, and projector system.
- Inventory the number, time, and date of patrons who enter the Perch for assessment purposes.
- Other duties as assigned.

Failure to perform any of the above duties and responsibilities may result in probation or termination. The PC must also abide by all policies and regulations of American University, as well as federal and local jurisdictions.
Compensation - Coordinators will receive $10.50 per hour.