**Housing Engagement Action Response Team (HEART DAY)**

**Student Assistant Position**

In order to provide a 24/7 service response team, the HEART program is made up of two on call teams, Day and Night. This specific posting is for our DAY team. Candidates applying for this position will be available to fulfill 19 hours a week at $7.25/hr. between 8:00AM-8:00PM Monday- Friday and weekends. HEART members frequently respond to incidents in the Residence Halls pertaining to lockouts, noise complaints and violations to the Housing and Residence Life Guidelines for Community Living.

Skills and Qualifications

* Must be a student in good standing with the University.
* Maintain a cumulative GPA of 2.0
* Must be enrolled as a full-time student.

HEART members must be willing to work on a team, confront conflict, and respond to crises in the residence halls. HEART will be committed to keeping our students safe while in our communities during our 24-hour service program. Students applying must be willing to work a variety of hours including weekends and vacations.

Duties and Responsibilities

Triage Call Response

* Monitor live stream hall cameras for any suspicious behavior
* Answer central help line phone.
* Track all call type and responses
* Dispatch professional or student staff to locations to help with emergency situation
* Confirm identity and provide lock out codes for persona building residents

Dispatch

* Respond to every phone call from Triage unit.
* Conduct mediation and de-escalation of all situations
* Write Incident report for all Emergency situations
* Conduct rounds of designated sector
* Respond to incidents within area
* Submit building reports when needed

Any questions regarding available positions or the employment process, please feel free to contact us by email: reslifejobs@valdosta.edu