Alum in Residence

Position: Alum in Residence  
Reports to: Director, Student Services  
Department: Office of Student Services  
Last Revised: April 10, 2014

Description:
The function of Alum in Residence is to foster the intern’s development in their professional living environment and help support them as a person that has lived the “TWC Experience”. The Alum in Residence will play a key role as a mentor, mediator, student activity/event planner, emergency responder, customer service provider, documenter of policy violations, housing administrator, and as a positive role model that has successfully completed The Washington Center Internship or Seminar program.

Intern Support
- Act as a mentor and help support the intern experience as a person who has previously experienced The Washington Center and can help offer guidance and support.
- Be a visible presence to interns during their professional living experience at The Washington Center.
- Help guide interns who are experiencing difficulties or challenges during their time at The Washington Center.
- Mediate roommate conflicts when they cannot be solved by roommates. Offer supportive information, tips, and communication strategies to students about the roommate experience.
- Help direct interns to the appropriate resource for questions.
- Be knowledgeable about intern’s academic requirements and assignments.

Student Activities / Event Planner
- Plan and implement activities in accordance with the Alumni in Residence Activities Guide that will orient students to their environment, foster social interaction, promote wellness and career development, and provide fun recreational outlets that bolster the intern living experience.
- Participate and help support other Washington Center events including but not limited to the ConnectTWC and The International Festival.
- Properly coordinate event logistics including advertising, directions, and post event promotion through TWC’s Facebook page.

Administration/Customer Service
- Assist The Office of Student Services each check-in and checkout with tasks and duties.
- Check email and voicemail messages daily.
- Be available one weekday a week in the evening for Alum in Residence and Student Services meeting.
- Complete apartment inventory records, damage reports, and expense reports each semester.
- Exhibit a positive attitude and the ability to be flexible and adaptable to the needs of The Office of Student Services.
• Provide quality customer service during the semester with an emphasis during check-in, orientation, and check-out.

**On Call / Emergency Support**

• Serve as an emergency responder and report emergencies as they arise.
• Serve on an on call rotation with other Alumni in Residence. When on call, The Alum in Residence will answer their phone, lock classrooms, check all building areas, and look for building maintenance concerns.
• Provide direct support as needed and serve as the point of contact for weekend events that take place at The Residential and Academic Facility at NoMa during the weekend when on call.
• Properly document policy infractions that violate The Washington Center’s Code of Conduct.

**Miscellaneous**

• Work and communicate effectively in a diverse environment.
• Act as a positive and professional Washington Center representative.
• Participate in pre-semester trainings which usually occur during the weekday evenings and weekends.
• Due to on call responsibilities each Alum in Residence is responsible for maintaining their private cell phone. Also, Alumni in Residence that do not live in The Residential and Academic Facility must have a vehicle for on call purposes.
• Set a positive example to all Washington Center interns through your actions and behaviors on and off Washington Center property.

**Education and Experience** an equivalent combination of education, training, and experience will be considered:

• Minimum of a Bachelor’s degree.
• Successfully completed The Washington Center Internship or Seminar program.

**Benefits:** The Washington Center will provide the Alum in Residence with one bedroom of a two bedroom apartment; the other apartment occupant will be an Alum in Residence of the same gender. Family living is not an option for this position. The Washington Center will also provide all utilities, basic cable television, high speed internet, parking, and basic furnishings at no cost.

**Reappointment** for the Alum in Residence position is not guaranteed and is contingent on performance, enrollment, and availability. Also, your apartment assignment is not guaranteed semester to semester and can switch. If we do ask you to relocate, The Washington Center is not responsible for relocation costs.

**Other Applicant Information:** Alum in Residence should not be working more than 40 hours a week outside of the Alum in Residence position. This includes work and graduate studies. Positions are available at The Residential and Academic Facility at NoMa located at 1005 3rd Street, NE and The Residential Facility at Solaire located at 1150 Ripley Street in Silver Spring, MD. If selected for this position applicants will not get to select which facility they wish to live in. We will select candidates between May 2nd and May 9th. Applicants will have to move into their assigned location between May 9th and May 20th. Alum in Residence training will take place multiple evenings between May 20th and 27th. Alum in Residence must take Wednesday, May 28th off of work due to Summer Term check-in.
How to Apply: Please send a resume and cover letter to housing@twc.edu. The application deadline is Monday, April 28th at 9am. No phone calls please.

Alum in Residence Open Call Group Interview | Monday, April 21st or Thursday, April 24th, 7pm-8:30pm | The Residential and Academic Facility at NoMa, 1005 3rd Street, NE.

The Washington Center will be hosting an open call to all candidates interested in the Alum in Residence position that are in the DC metro area. The open call will last approximately 90 minutes. During this time there will be a short presentation covering the Alum in Residence position and expectations followed by group activities. The evening will conclude with a social reception. All Alumni of The Washington Center are welcomed to attend and you do not need to RSVP. Please do not come if you live far away from Washington D.C. Depending on qualifications, Skype interviews can be arranged for candidates outside the DC metro area. If interested in attending an open call group interview, only attend one of the two available days.