

MOSAIC Department at UCCS
MOSAIC Graduate Assistant
Job Description 2026 - 2027

Position Description:

The MOSAIC Department graduate assistant offers UCCS graduate students a role in providing holistic support through advocacy, ongoing personal development, and community cultivation with a focus on historically and currently underrepresented students. All student staff will support the full-time MOSAIC staff with the successful administration of programs, services, and center management. Successful candidates in this position will have a high degree of commitment, enthusiasm, organizational skills, creativity, compassion and, in general, be a positive role model. MOSAIC will be staffed Monday through Friday, from 8:00 a.m. – 5:00 p.m. Additional hours may be available throughout each semester. We are seeking a candidate available to work 20 - 25 hours per week. This position is paid \$19.00 per hour. This position is slated to follow the academic year of August 2026 – May 2027. Opportunity for renewal is subject to annual evaluation and available funding.

The MOSAIC graduate assistant will collaborate with the MOSAIC team to plan, implement, and evaluate student success strategies and initiatives for the UCCS community. Core areas of programming and support will include assistance with the MOSAIC Scholars program, First2Go program, the MOSAIC mentorship community, and focusing on departmental gap areas. This role will model inclusive excellence to best further the mission of the center and to ensure that ongoing initiatives are hosted to contribute to a stronger sense of belonging across the campus. The graduate assistant will work under the supervision of the MOSAIC Coordinator.

Minimum Requirements:

- Applicants must be enrolled in a graduate program of study at UCCS. A minimum of one year (fall and spring semester) remaining in the program to be considered. Applicants must be enrolled in at least three credits to be considered.
- Maintain a good academic standing. All MOSAIC student staff must maintain, at a minimum, a 3.00 semester GPA.
- Demonstrated experience working with underrepresented and/or minoritized populations (I.e., BIPOC, LGBTQ+, students with disabilities, low-income, international, first-generation college students, etc.)
- Ability to complete and pass all required training to serve as a mandatory reporter and ensure confidentiality as noted by the Family Educational Rights and Privacy Act (FERPA).
- Proficient computer skills (Google Suite, Microsoft Office, Zoom).
- Proficient verbal, non-verbal, and written communication skills for effective customer service to best be able to promote the office, effectively navigate questions, reconcile concerns, and manage feedback.
- Proficient organizational skills to be able to complete tasks in a timely manner, manage multiple tasks at once, and work with little to no supervision.
- Be physically able to complete setups of furniture and technology equipment, utilize a mobile cart for transporting heavy packages, and complete light maintenance such as vacuuming, cleaning tables, and emptying the refrigerator (accommodations with the Office of Disability Services can be made when physical capabilities are not possible).
- Be responsible for all assigned shifts and report to work on time.
- This position requires frequent interaction with students, faculty, staff, and community members.

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Role Responsibilities Include:

- Support the planning, implementation, and assessment of the MOSAIC Scholars Program.
- Support the planning, implementation, and assessment of the First2Go Program.
- Support the planning, implementation, and assessment of the MOSAIC Mentorship Community.
- Support the MOSAIC director and program coordinator with providing ongoing coaching and leadership development for the MOSAIC Mentors.
- Research current policies and procedures to address areas of improvement. Use data-informed practices to bridge gap areas within the office, such as departmental collaborations, student needs, office resources, and outreach.
- Coordinate outreach to GPS faculty to host “MOSAIC 101” presentations to better promote programs, events, resources, and services to UCCS students.
- Support the program coordinator with sustaining intentional partnerships with local nonprofits that address the needs of current UCCS students involved in MOSAIC.
- Serve as a liaison for resources and relationships with other campus offices and local community organizations. Collaborate with other support programs to raise awareness about intersectional experiences of historically and currently underserved student populations.
- Hold weekly office hours to provide outreach, mentoring and one-on-one support to students involved with MOSAIC programming.

General Responsibilities Include:

- Assist full-time staff members in the office with special (or routine) projects on a daily basis.
- Play a significant role in the planning, preparation and execution of activities and events sponsored by MOSAIC.
- Provide excellent customer service through personal contact. Maintain contact with students in MOSAIC database by e-mail, phone and personal interactions.
- Participate in New Student Orientation programs as a representative of MOSAIC.
- Collaborate with students, staff, faculty, and student organizations to advance the mission of MOSAIC.
- Additional duties and responsibilities as assigned.

Expectations:

- Ability to work 20 - 25 hours per week, with a flexible schedule due to event timing. Expected to make a commitment of one-year of employment as a student employee. General Monday-Friday availability is necessary; the schedule is flexible with some weekend event requests.
- Maintain a good academic standing. All MOSAIC graduate student staff must maintain a 3.00 semester GPA.
- Communicate effectively when changes occur to personal schedule.
- Have fun and aim to create an enjoyable work environment. Practice appreciating the different work styles of peers and supervisor to create a growth-oriented culture.
- Project a high degree of visibility and effectively be accessible to individuals and groups utilizing the center.

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- Become familiar with instructions, including emergency procedures provided in the training manual (i.e. fire alarms, power failures, broken glass, etc.)
- Uphold strong customer service standards for dress code, greetings, phone calls, and expedient customer response.
- Embrace a cooperative spirit and execute problem-solving skills in working with all individuals of MOSAIC.
- Have a can-do attitude for day-to-day work activities.
- Work efficiently with minimal supervision and communicate effectively when additional support is needed.
- Serve as a role model for peers and prospective students by supporting the guidelines established by UCCS.
- Actively attend all required coordinator meetings and trainings.
- Have a strong desire to learn and become familiar with the legacy of MOSAIC and the affiliated cultural and identity student organizations.

Role Specific Learning Outcomes: As a result of serving in this position, the student employee will better be able to...

- Implement intentional student success initiatives designed to address persistence, retention, and completion for undergraduate students.
- Strategize effective ways to deliver complex content in more accessible, engaging formats.
- Utilize assessment practices to strengthen their praxis in advocacy for stronger support services for diverse populations.
- Facilitate the entire program implementation process from development through evaluation for diverse populations.
- Develop an individualized program participant structure with the inclusion of an inclusive customer service model.
- Communicate inclusive excellence practices within professional settings to foster community in a diverse population.
- Understand the practice of inclusive excellence within higher education and professional settings.

General Learning Outcome Areas:

- Cultural Competence - Identify, understand, and appreciate the historical significance, cultural traditions, and uniqueness of diverse human experiences.
- Effective Leadership - Engage in the non-positional process of responding to and addressing the needs of a group and community to achieve positive social change.
- Customer Service - Through all interactions, provide exceptional experiences through friendly body language and communication, knowing product/service, anticipating guest needs, and going the extra mile to add value to the experience.
- Ability to Plan and Organize - Determine the steps or tasks needed to meet objectives, delegating if necessary, monitoring the progress made toward the plan, and revising the plan to include new information or to overcome new obstacles.
- Self-Management - Develop practices and internalize routines for maximizing one's ability to be productive and self-reliant.

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- Personal Wellness - Make lifelong healthy choices and learn and apply skills to meet one's own physical, nutritional, and emotional needs.
- Career Preparation - Gain industry knowledge and experience combined with relevant industry skills.
- Pride and Connection to UCCS - Involves connecting to UCCS by engaging psychological and physical energy into the collegiate experience and building interpersonal networks that further investment in persistence at UCCS.

Continued Employment: Students interested in continuing employment with MOSAIC each year will need to effectively complete all the listed above expectations and meet with their direct supervisor for an end-of-year employment evaluation..

Sick Leave Benefits: On July 14, 2020, the Colorado Healthy Families & Workplaces Act was signed into law. **The law is effective beginning January 1, 2021.** This new law requires all employers with 16 or more employees to provide sick leave to all employees at designated accrual rates. Each student employee will earn one hour of sick leave per 30 hours worked. This breaks down to approximately .034 hours per hour worked for hourly employees.

Breaks: Student staff members are required to take a 15-minute paid break when they are scheduled to work between 5 to 8 hours in a single shift. If a student employee is working more than 8 hours, they will be required to take a 30-minute paid break. Paid breaks do not accrue and must be taken during the daily shift. Breaks may not be taken at the beginning or end of a shift, or during an all-staff event.

Professional Development and Wellness Leave: As an investment in employees' overall wellbeing and career aspirations, professional development and wellness opportunities will be encouraged and promoted throughout the academic year. All wellness breaks are required to be approved by the employee's direct supervisor. Wellness and professional development leave does not accrue each week. These opportunities may not be taken at the beginning or end of a shift, or during an all-staff event. These opportunities cannot be utilized for additional pay outside of the standard 15 – 20 hours schedule. 25 hours per week = 1 hour for professional development and/or wellness

- 20 hours per week = 45-min for professional development and/or wellness
- 15 hours per week = 30-min for professional development and/or wellness

Additional Programming Experience: There will be opportunities for student employees to co-create additional events and programs outside of their typical role responsibilities. This is to foster a well-rounded job experience for student employees, encourage a team-centered collaborative environment, and to support them in developing transferable skillsets. While this is encouraged, the full-time staff aim to be intentional with guiding students to meet learning outcomes associated with their position to strengthen their abilities to attain post-collegiate goals. Students are welcome to co-create up to three additional events and/or programs per semester that are outside of their typical job description. These opportunities cannot be utilized for additional pay outside of the standard 20 – 25 hours schedule. All additional work must be approved by the employee's direct supervisor.

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Compensation Plan: Graduate student staff positions are classified as job code 4106 – Specialist/Lead.

Students in this compensation plan can be expected to start at a range from \$15.50 per hour up to \$25.00 per hour with demonstrated commensurate experience.

Semi-skilled: \$15.50 per hour | This code is intended to be used for semi-skilled graduate assistant in the department. This position requires a high level of supervision and input which is not sustainable long-term. The goal is to train the graduate assistant in how to accomplish their duties without the need to seek specific instructions and then be promoted to a higher compensation level. The graduate assistant is expected to be able to complete duties with the support of side-by-side training and direction of tasks.

Intermediate: \$18.00 per hour | This code is intended to be used for a “fully functional” graduate assistant in the department. This position is assigned tasks which are then usually able to be accomplished without needing further input. The student is anticipated to spend most of their employment with the department in this position range. The graduate assistant is expected to be able to receive tasks and complete them with little direction. In this role the employee has a sense of where to go to find additional information and has the knowledge of taking the next step for a project without having to ask many questions.

Advanced: \$25.00 per hour | This code is intended to be used for a lead graduate assistant in the department. This position is an expert at the position, is a resource to other student employees, and is responsible for training new student employees in the department. This position is a bridge between a “student employee” (who is likely graduating soon) and a “staff employee” intended to both ensure continuity of the position and to scaffold the graduating student employee as they transition to a non-student employee position (at UCCS or elsewhere!). The graduate assistant is expected to be able to complete almost all tasks without needing direction or to ask procedure questions. They know the ins and outs of all common tasks and can figure out unique tasks without much direction and they are able to act as a backup to the program coordinators when needed.