Position Title: Residence Hall Coordinator

Department: Residence Life & Housing

Title of Supervisor: Complex Coordinator, Area Coordinator

Level: 28E

CONTEXT OF THE JOB:
Under the general direction of a Complex Coordinator or Area Coordinator, work within the assigned residential complex to create living environments that facilitate positive learning experiences and support the academic mission of the University. Actively contribute to the annual learning-outcome based program plan creation and implementation processes. Assume key roles in department strategic plan implementation teams. Provide leadership to staff and student leaders. Partner with students to develop vibrant inclusive communities which encourage student engagement, community contributions, a free exchange of ideas, and the cultivation of skills and knowledge so that students may become citizens and leaders in our increasingly global society. Serve on a variety of department and divisional committees and implementation teams furthering strategic aims. Residence Hall Coordinators live on campus and are therefore available to staff and students outside regular business hours during crisis situations or other critical times.

Major Responsibilities:

Student Engagement:
• Support the creation of living environments that promote student engagement by creating opportunities to engage students in their residence hall and campus-wide community and develop educationally effective reflection opportunities to capitalize on student learning through engagement.
• Contribute to the development of a culture of student partnership and ownership. Actively develop and promote community initiatives designed to engage students in the college experience based on national best practices for engagement and retention.
• Promote and develop student leadership opportunities. Advise at least one volunteer leadership group and may assist supervisor with advisement of more. These leadership groups, Complex Community Councils, Multicultural Chairs/Teams, Sustainability Chairs/Teams, and Service Chairs/Teams, NET Captains and Chairs, and Community Chairs, are designed to further develop student leadership skills and to engage students in their living environment. Design and facilitate student leadership workshops and on-going development activities.
• Direct and assist Resident Assistants in promoting responsible student behavior that benefits individual students and the whole residence hall community.

• Develop a positive image and presence in assigned areas in order to develop connections with residents and create caring personal and community relationships.

• Help residents understand their rights and responsibilities as good citizens by explaining and enforcing policies and procedures through educational conferences and other methods. Work to solve community and individual student problems.

• Directly engage in formal assessment design, analysis, report authorship, and presentations of student engagement outcomes in a cycle of continuous, evidence-based improvement.

• Assist in the coordination of on-site and front-line response to crisis situations, including those that are highly complex in nature and may be life threatening. Serve in a live-in capacity to provide non-clinical student counseling, student mediation, crisis intervention, and referral services. Identify critical issues, assess student behavior and communicate effectively with supervisor to formulate response (educational and student conduct) to student concerns.

• Educate staff and students about University Code of Conduct, Residence Hall Regulations, and fire and safety codes.

Supervision and Leadership:

• Directly supervise and facilitate the development of a team of 9-16 Resident Assistants to enhance student learning through engagement, encourage student-led programs, ensure sound operation of the residence halls, and facilitate annual program plan initiatives.

• Complete periodic performance appraisal of student staff. Work collaboratively with supervisor to create and implement individual and group training programs, residential complex meetings, and staff retreats for Resident Assistants, Mentor Resident Assistants, Office Managers, and Student Engagement Advisors.

• Assist supervisor in implementing major departmental initiatives related to Office of Residence Life & Housing strategic plan and program plans. Develop strategies to successfully lead a team of Resident Assistants in fulfilling plan priorities. Lead regular staff meetings to discuss program plan and strategic plan implementation, explore student ideas and concerns, facilitate team development, provide motivation and direction to the staff, and discuss ideas to improve the living-learning environment in the hall. Constructively manage personnel issues and conflicts, respond to job-related issues, and recommend appropriate solutions for the team.

• Assume residential-area-wide leadership and implementation of responsibilities for collateral assignments, including but not limited to, inclusion and belonging initiatives, community service initiatives, environmental sustainability initiatives, residence hall leadership programs, and international student engagement efforts.

• Serve on multiple department-wide committees and strategic plan implementation teams in member or chair role and lead major department initiatives designed to further student learning and development.

• Actively contribute to bi-weekly First Year or Upper-Division team meetings, monthly department-wide meetings, semi-annual assessment retreats, and annual department retreats to continuously improve the residence hall living and learning climate.

• May co-instruct UNIV320: Contemporary Issues for Resident Assistants, a weekly one-credit course.
- Participate in department, division, and institution professional development and growth opportunities in order to maintain current knowledge of student development and student learning research, theory and practice that best serve the needs of students. Develop scholar practitioner practices to create and share knowledge with colleagues.
- Contribute time and talents to all department-wide staff recruitment, selection, and training activities.

**Administrative Responsibilities:**
- Facilitate the opening and closing of assigned residence halls at the beginning and end of each semester as well as during vacation periods.
- Utilize position and leadership roles to maximize both the academic and residence hall retention of undergraduate students. Participate in the development of communication plans and in the implementation of on-campus housing communication strategies.
- Develop a thorough understanding of the StarRez occupancy management system and provide assistance to students as they navigate various processes.
- Work cooperatively with other University offices such as the Department of Public Safety, and Facilities in response to day-to-day functioning of the halls. Address safety concerns, custodial and maintenance concerns, and coordinate promotion of services and resources.
- Oversee the scheduling of student staff for duty, office hours, security rounds, and distribution of U.S. and Campus Mail. Oversee key, access card, and security systems management, and room changes.
- Identify, report and advocate for maintenance concerns throughout the building and residential complex. Respond to facility emergencies. Make recommendations for facility improvements.
- Coordinate administrative, student staff development and programming budgets for the assigned residential area totaling up to $3000. Monitor student staff and student leader expenditures with budgets of approximately $6000. Oversee department programming budgets ranging from $500-$5000 per event.
- Serve as an Office of Student Conduct Hearing Officer, Pre-Hearing Officer, or sanction-based educational seminar facilitator for the University. Render educational and corrective sanctions (excluding suspension from the University) for violations of University policies.
- Assume additional responsibilities as assigned by supervisor or other members of the Residence Life & Housing leadership team.

**Qualifications**
- Master's Degree and one year of experience working with college students.
- Familiarity with college student learning and development theories.
- Commitment to and knowledge of multicultural and diversity issues.
- Ability to work effectively with a wide range of constituencies in a diverse community.
- Effective interpersonal, communication, and presentation skills.
- Knowledge of student support programs and services, and crisis intervention techniques; non-clinical front-line assessment and referral skills; and organizing and coordinating skills.
- Ability to understand university environmental sustainability initiatives preferred.
- Ability to apply learning outcome approaches preferred.
- Behavior management experience.
• Skill in crisis intervention, directing and enforcing policies and regulations which pertain to campus life and to student development.
• Ability to motivate, develop, direct and train assigned staff including coordinating and supervising work.
• Ability to foster a cooperative work environment.
• Ability to interpret, adapt and apply guidelines and procedures.
• Ability to manage multiple tasks and effectively prioritize among competing needs.