UNIVERSITY OF DELAWARE
RESIDENCE LIFE & HOUSING
COMPLEX COORDINATOR

Context of the Job

Under the general direction of an Associate Director or Senior Associate Director of Residence Life and under the functional direction of the Associate/Assistant Directors, create living environments that facilitate positive learning experiences and support the academic mission of the University. Partner with students to develop vibrant inclusive communities which encourage student engagement, 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.

Creating this environment necessitates leadership and collaboration with three primary constituencies: students, the Office of Residence Life & Housing, and the University of Delaware community. Complex Coordinators live on campus and are therefore available to staff and students during crisis situations or other critical times.

Major Responsibilities

Residence Life & Housing:

Supervision Responsibilities:

Supervise and further the development of Residence Hall Coordinators. Provide direction to Residence Hall Coordinators in their supervision of a hall staff consisting of Resident Assistants. Provide assessment of staff needs and deficiencies and work with Residence Hall Coordinators to provide leadership training and staff team development, including corrective action for deficiencies.

Instruct UNIV 320, Contemporary Issues for Resident Assistants, a weekly one-credit course. Collaborate on course design, prepare lesson plans, evaluate student performance, and assign grades. May also serve as independent study instructor for UNIV 321 and UNIV 322.

Departmental Coordination Responsibilities:

Participate in the creation of a departmental vision and strategic plan. Implement department short and long range goals and initiatives.

Provide leadership and coordination for one or more department-wide functional responsibilities supervised by the appropriate Associate/Assistant Director.

Participate in 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.
Utilize position and leadership roles to maximize both the academic and residence hall retention of undergraduate students. Participate in the development of marketing plans and in the implementation of on-campus housing marketing strategies.

Develop a thorough understanding of the StarRez occupancy management system and provide assistance to students as they navigate various processes.

Recruit and participate in selection decisions for departmental staff including Resident Assistants, Residence Hall Coordinators, and other professional and salaried staff members. Serve as members of departmental selection and training committees. Develop training materials and lead training presentations for all levels of departmental staff.

Oversee staff development and student programming budgets for the complex totaling approximately $7000.

Plan and coordinate large-scale departmental events. Participate in department assessment and evaluation.

Represent the Office of Residence Life & Housing at campus-wide functions.

**Students:**

Promote student leadership opportunities and provide leadership training. Advise Complex Community Councils, with the assistance of Residence Hall Coordinators, to further develop student leadership skills and to engage students in their living environment. May advise other student groups.

Coordinate 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, crisis intervention, and referral services. Direct Residence Hall Coordinator and Resident Assistant crisis response efforts. Participate in a University-wide weekend on-call rotation and act as primary contact person for all student crises and reporter for all incidents to comply with Federal Laws.

Assess student behavior and formulate response (educational and student conduct) to student concerns. Educate staff and students about the University Code of Conduct, Residence Hall Regulations, and fire and safety codes.

Work with departmental staff team, faculty, and affiliated offices to facilitate student learning in the residence halls based on the Residence Life & Housing program plans. Work in collaboration with professional staff team to explore and propose program plan strategies.

Serve as liaison to various University offices in order to provide a high level of service to students in special living-learning options including freshman and upper division Honors housing, English Language Institute housing, Freshman Year Seminar housing, and Special Interest Housing.
Bi-annually analyze assessment data on student experiences in the residence halls to guide programmatic opportunities and staff development. Develop and present assessment reports as part of ongoing planning and development for the department.

**University of Delaware Community:**

Provide Residence Life & Housing staff members' direction in day-to-day management of housing and facilities concerns including: opening and closing of halls, key and security systems management, custodial and maintenance issues and room change process.

Respond to facility emergencies. Provide input on long-term programs and projects. Make recommendations for program modifications and facility renovations.

Serve as an Office of Student Conduct Hearing Officer for the University and render educational and corrective sanctions, including suspension from the University, for violations of University policies.

Consult with University of Delaware Division of Student Life offices as well as the Department of Public Safety and Facilities & Auxiliary Services, to directly and indirectly address student and parent concerns, provide referrals and help facilitate programming opportunities for students.

**Qualifications**

Required: Master's Degree and two years professional experience working with college students; familiarity with college student learning and development theories; a commitment to and knowledge of multicultural and diversity issues and the 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.

Preference given to candidates with three years of professional employment in higher education; direct experience working in a residence hall environment; the ability to articulate theories of learning and teaching relevant to college students; the ability to convert learning theory to practice in a residential environment; ability to understand university environmental sustainability initiatives and incorporate them into work tasks; behavior management experience; skill in crisis intervention, directing and enforcing policies and regulations which pertain to campus life and to student development; the ability to motivate, develop, direct and train assigned staff including coordinating and supervising work, fostering a cooperative work environment, and maintaining employee morale in a high stress setting; the ability to interpret, adapt and apply guidelines and procedures; the ability to contribute to the creation and implementation of short and long-range department goals; the ability to manage multiple tasks and effectively prioritize among competing needs.