UNIVERSITY OF DELAWARE
RESIDENCE LIFE & HOUSING
RESIDENCE HALL COORDINATOR

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. Provide leadership to staff and student leaders. 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. 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

Supervision and Leadership:

Directly supervise and facilitate the development of a team of 9-16 Resident Assistants to ensure sound operation of the residence halls and facilitation of programs and events. 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.

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. Hold 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, community service initiatives, environmental sustainability initiatives, residence hall leadership programs, and international student engagement efforts.

May co-instruct UNIV320: Contemporary Issues for Resident Assistants, a weekly one-credit course.

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. Participate in all department-wide staff recruitment, selection, and training activities.

**Student Engagement:**

Create opportunities to engage students in their residential and campus-wide community. Promote and develop student leadership opportunities. Directly advise at least one volunteer leadership group and may assist supervisor with advisement. These leadership groups, Complex Community Councils, Green Teams and Service Advisory Teams, are designed to further develop student leadership skills and to engage students in their living environment.

Direct and assist Resident Assistants in promoting responsible student behavior that benefits individual students and the whole residence hall community. Get to know residents thereby developing positive and 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.

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.

**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 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.

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 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, staff development and student programming budgets for the assigned residential area totaling up to $3000. Monitor student staff and student leader expenditures.

Serve as an Office of Student Conduct Hearing Officer for the University and 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**

Required: Master's Degree and one year of 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 ability to understand university environmental sustainability initiatives; 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; the ability to interpret, adapt and apply guidelines and procedures; the ability to manage multiple tasks and effectively prioritize among competing needs.