Residence Hall Coordinator

Purpose

Residence Hall Coordinators serve as vital contributors to the administration and management of a comprehensive housing program with primary duties situated in one residence hall housing 120 to 600 residents, some of which house living learning communities. Residence Hall Coordinators supervise student staff members as well as direct daily operations to ensure a positive, healthy, and safe living learning environment which supports the campus educational atmosphere. Residence Hall Coordinators serve as representatives of the department, division, and university.

Responsibility

Residence Hall Coordinators are responsible for the complete functioning of an assigned residence hall inclusive of student development, administration, and other departmental expectations. The position’s scope is broad and requires skills, knowledge, and ability to exercise discretion in diverse topics including (but not limited to) supervision of student staff, student advisement, crisis management, administration, and facilities management. While the position involves the implementation, management, and enforcement of established university and departmental policies and procedures, the decision of methods and selection of appropriate processes is the responsibility of the Residence Hall Coordinator. Residence Hall Coordinators are expected to exercise judgment and individual initiative on various issues. Residence Hall Coordinators will also have routine contact with students, parents, faculty and staff.

Requirements

Minimum Education – Bachelor’s degree

Preferred Experience – Some knowledge of Housing and/or Residence Life

Other - Staff members are required to live in. Local phone, wireless internet, laundry, and utilities are included. Apartments are partially furnished.

Duties

Provide supervision and staff development

• Direct daily operations of assigned residence hall
• Serve as a member of the professional staff team
• Prepare and manage front desk and duty coverage schedules
• Maintain daily office hours
• Utilize knowledge and skills to develop, implement, and interpret university and departmental policies
• Recruit, hire, train, supervise, and evaluate ConneXtions Success Leaders, Desk Workers, Graduate Assistants, Greek Floor Leaders, and Resident Assistants.
• Serve as a member of departmental committees for major assignments
• Assist in the planning and/or implementation of campus-wide staff training
• Provide weekly staff meetings and regular individual meetings with Resident Assistants
• Maintain extensive contact with staff and students including select evening and weekend hours

Provide crisis management and facilities operations to assigned area and campus

• Provide on-call coverage for at least half of university residence halls on a rotating basis
• Respond and exercise independent judgment when appropriate for emergency and/or crisis situations
• Utilize knowledge and skills with student and group crises
• Work directly with University Police and Counseling Center staff as well as various other campus departments
• Coordinate with the maintenance and custodial staff in assigned area
• Report all maintenance requests to Facilities Services in a timely manner

Advise programming and academic support

• Facilitate student staff programming events within an assigned residence hall that meet the need(s) of that community
• Work with student staff to attend programs and events planned and sponsored by other student development offices and academic departments
• Serve as an advisor to Hall Council and attend meetings
• Administer Hall Council budget distribution
• Advise students experiencing academic, personal, and social problems
• Be knowledgeable of all academic support resources and their procedures for service
• Foster positive working relationships with university staff and faculty
• Utilize MAP-Works to identify student needs and address them appropriately

Address and manage student conduct

• Adjudicate student conduct cases as a hearing officer for the Office of Student Rights & Responsibilities
• Confront violations of university policy and document situation as appropriate
• Review and submit incident reports to the Office of Student Rights & Responsibilities in a timely manner
• Conduct inquiries and investigations of discipline cases and follow-up on incident
• Investigate, address, and resolve resident disputes, inappropriate student behavior, harassment, etc.
• Act as a referral agent for residents by utilizing appropriate university and/or community resources

Support University, Division, and Department missions

• Represent the university, division, and department on campus committees and projects
• Active participation in state organizations is encouraged
• Maintain a professional manner at all times and in all places

Position reports to – Area Coordinator, University Housing
Reports to this position – Resident Assistants and front desk staff