

# JOB DESCRIPTION



**Position Title:** Director of Housing and Residence Life

**Department:** Student Services

**Employment Category:** Administrative Staff

**Primary Location:** Douglas Campus

**FLSA Classification:** Exempt

**Remote Work Eligible:** No

**Parameters:** Full-time; 12 months/year

**Pay Grade:** AS15

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**Position Summary:** The Director of Housing and Residence Life is responsible for overseeing an engaging residential life operation that provides a positive and safe living environment that is conducive to living and learning for students, staff, and guests.

**Essential Functions:** As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**Duties and Responsibilities:** Within the scope of college policies and procedures, this position:

Promotes the mission of the college by building a strong culture of community, collaboration and support; coordinates and works closely and collaboratively with college officials to offer a seamless, integrated, safe and secure residential life program

Proactively assesses and analyzes risks to establish priorities, an acceptable level of tolerance, and/or risk avoidance from an institutional and program/department perspective.

Oversees a consistent conduct system within the residence halls, including individual and/or review board meetings with an appropriate appeals processes; advises students on issues and questions related to housing and residential life, provides information to students in need of professional services, leads crisis intervention and conflict management efforts within residence life

Directs all housing operations functions including specialized program housing; acts as room assignment manager, manages student records to support housing processes, plan and implement housing sign ups and roommate matching, projects room rates, provides all reports associated with housing operations.

Selects, trains, develops, and evaluates administrators on call, student resident assistants, and desk attendants.

Directs a dynamic residential life program; advises staff and students on matters such as policies, residence rules, program activities and student projects; coordinates "on-call" duty rotation for AOC's and RA's; processes hall check in/check out; prepares hall occupancy reports; provides vision and leadership while ensuring the use of best practices in the residential life program

Directs ongoing efforts related to learning through shared social experiences, enrichment activities, and authentic experiences which foster learning and personal growth for students.

Manages the operating budget for housing and residential lift; oversees housing and residence life expenditures and provides input during budget development

Works with the Director of Student Leadership and Activities and Director of Athletics in promoting campus activities and resources, including game room and athletic events; works the Director of Business Office/Bursar to ensure proper charges for room rentals, deposits, and related fees, and student meal plan charges, refunds, etc.

Assists with strategic planning on hall renovation projects; serves on various committees for areas such as food service, residential and student life, campus community

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Maintains a visible presence and positive rapport with students, parents, staff, and other community members.

Maintains a commitment to personal professional growth and learning through research and involvement in professional organizations.

Performs other related duties as assigned

**General Expectations:** Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

**Education and Experience Requirements:**

Master's degree in social services, counseling, psychology, or related field from a regionally accredited institution of higher learning recognized by the US Department of Education

Five years' related experience, including at least three years' residence hall experience and two years' experience in a supervisory role

*An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.*

**Knowledge, Skills and Abilities:**

Commitment to the community college mission

High level of personal integrity and professionalism

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications

Knowledge of and ability to enforce college housing procedures, residence life, student government and student disciplinary processes

Knowledge of conflict, crisis management, and counseling techniques

Knowledge of student development theory

Skill in behavior management and crisis intervention

Skill in planning, organizing and coordinating activities and events

Skill preparing, monitoring and administering budgets

Skill in analyzing and interpreting financial information, recommending solutions and implementing results

Skill in presenting ideas and concepts orally and in writing

Skill in effective supervisory practices and techniques

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information

Ability to analyze problems, identifies solutions, and takes appropriate action to resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public

**Work Environment:** Work is primarily performed under limited supervision generally in a typical office or housing setting with appropriate climate controls. Requires living in campus provided housing, working evenings, nights and weekends. Crisis situations may require 24/7 availability.

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**Physical Requirements:** Essential functions of this position require lifting, manual dexterity, ability to communicate.

Light Work: Exerting up to 20 pounds of force frequently lifting or carrying of objects weighing up to 10 pounds requires a good deal of walking or standing.

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem solving skills are important

**Reports to:** Vice President of Student Services

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.