



University Housing

## Associate Director for Student Development Position Description

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### **Job Purpose**

The Associate Director of University Housing for Student Development is a full-time position within University Housing that provides overall leadership and vision for the creation, administration and evaluation of a comprehensive residential living/education program serving 2,300 students. The Associate Director for Student Development reports to the Executive Director of University Housing and has primary responsibility for overseeing the residential life component of the department; including coordinating residence hall programming; overseeing student programming budgets; serving as the judicial coordinator and representing the department on university committees and other duties as assigned. The Associate Director provides direct supervision of the Area Coordinators and indirect supervision to the Community Directors and Graduate Community Directors.

### **Position Summary**

The Associate Director for Student Development is an integral member of a rapidly growing department and is responsible for the overall administration of student learning and housing components for approximately 2,300 students. The Associate Director for Student Development is a member of University Housing under the leadership of the division of Student Affairs, and is a primary member of the Central Leadership Team that includes the Executive Director, two Associate Directors, a Marketing Coordinator and three Area Coordinators.

The Associate Director for Student Development makes appropriate decisions/or recommendations to the Executive Director of University Housing regarding the selection, training, supervision and evaluation of qualified professional/student staff throughout the department. This position provides an excellent opportunity to enrich the educational experiences of residential students.

The successful candidate should have excellent management, human relations and problem solving skills; demonstrated understanding of student development theory and current issues and trends in higher education; ability to promote a campus climate that encourages inclusion and participation by all students; and excellent written and verbal communication skills. The Associate Director will be expected to maintain a work schedule that will maximize contact with students, often before and after regular institutional office hours. This position is live-off and participates in a campus-wide crisis management duty rotation.

The Associate Director for Student Development maintains open lines of communication between the Area Coordinators, CDs, GAs, and CAs in the buildings and the central office. There are 3 Area Coordinators, 8 Community Director staff members and approximately 60 CAs supporting a residential population of approximately 2,300 students living in 13 residential buildings/areas.

### **Qualifications**

A Master's degree in college student personnel, student affairs/higher education, counseling, or closely related field required. Minimum of three years, but five or more years of progressive professional experience working with diverse student groups in a university residence hall environment are strongly preferred. An expressed and demonstrated commitment to diversity, an understanding of a liberal arts

college, a focus on student development and raising social awareness and customer service are all critical for this position. The successful candidate will possess excellent communication skills, strong technology skills, sound judgment, and the ability to manage a wide range of responsibilities in a fast-paced environment.

Related knowledge, skills and abilities include:

- Experience with implementation of a residential curriculum and living learning communities preferred
- Demonstrated ability to manage and lead various projects independently and also work effectively as part of a team; must be able to work within a department that values initiative, strong work ethic and teamwork
- Extensive knowledge and skill applying student development theory to practice
- A demonstrated knowledge of judicial programs, crisis management student leadership, student activities, and diversity programming
- Experience advising student groups in a college or university environment; experience with NACURH or regional RHA organizations
- Ability to manage multiple tasks, organize material and prioritize effectively
- Demonstrated skills in leadership, crisis intervention, group dynamics, flexibility, and programming in a residence hall setting
- Ability to establish and maintain effective working relationships with other employees, students and the general public
- Strong desire to work with college students in a residential setting
- Strong technology skills; creation of spread sheets and data bases as well as word processing programs
- Ability to bend, stoop, climb stairs and lift a minimum of 25 lbs
- Ability to hear, read, understand and follow oral and written instructions
- Successful completion of a background investigation

### **Duties and Responsibilities**

- Serves as a member of the seven person team of the University Housing Leadership Team; assists in the development and implementation of the mission, goals, principles, and strategic direction and evaluation of University Housing.
- Serves as University Housing's liaison with the University Police Department, Dean of Students Office, Health Services, Judicial Affairs, University Counseling Center and Dining Services.
- Assists in the planning and development of departmental guidelines to support organizational management.

### **Supervision / Staff Development**

1. Directly selects, supervises, trains, evaluates and reappoints a staff of 3 professional Area Coordinator staff members (master's level) and indirectly selects, supervises, trains and evaluates 9 bachelors level building Community Directors; possible graduate staff and 60+ student staff members.
2. Ensures daily contact with the Area Coordinators for the purpose of exchanging information, discussion of ideas, problem solving, advising in regard to working with staff and Community Councils, and other needs.
3. Effectively builds a cohesive, creative and effective staff who understands student engagement and retention practices.
4. Trains housing staff in relation to matters related to residential education, higher education, student affairs, and others as needed.
5. Oversees the leadership development and training of Residential Education professional and student staff.
6. Implements professional development plan for Area Coordinators, Community Directors and Graduate Community Directors including in-services, conference attendance, publications, externships and other opportunities as they may apply.

7. Creates the vision, goals, objectives, strategic direction and best practices for developing effective student living and learning communities.
8. Oversee development and content of Residential Education manuals.
9. Supervises an ACUHO-I summer intern, including creation of special projects and providing a rewarding experience.
10. Assists in developing departmental goals/objectives in conjunction with both long and short-range plans for facilities improvements, organizational management, living learning communities and departmental retention efforts.
11. Manages Area Coordinators payroll and time-off requests.

### **Student Development / Programming**

1. Works closely the Area Coordinators regarding residence hall staff programming efforts; develops, coordinates, implements and evaluates all activities related to the educational programming and developmental elements of campus housing, including the creation, enhancement and facilitation of Living Learning Communities.
2. Trains professional and paraprofessional staff on the department's programming goals and objectives related to residential education.
3. Coordinates and executes a departmental programming plan focusing on theme weeks/months.
4. Oversees student staff programming budget; collection, expenditures, deposits and monitoring of all accounts.
5. Promotes leadership opportunities for students, including the coordination of the Resident Student Association, Residence Hall Judicial Boards, Community Councils, and the National Residence Hall Honorary.
6. Coordinates the administration of all judicial activities within University Housing and the Residence Hall Judicial Boards, in conjunction with the Dean of Students' Office.
7. Coordinates the residential student recycling program and sustainability/recycling education.

### **Administration**

1. Creates and oversees an annual operating budget for Residential Education exceeding \$1 million (including personnel, programming, travel, supplies, and student payroll).
2. Works with the Coordinator of Occupancy Management and the Associate Director of University Housing for Operations to ensure accurate occupancy reports and implementation of all assignments processes (room change, room selection and periodic surveys).
3. Prepares timely, thorough and accurate reports as required.
4. Maintains office operational calendar in conjunction with the Associate Director of Operations.
5. Assists in the planning and development of departmental guidelines to support organizational management.
6. Updates and maintains policies and procedures on an ongoing basis.
7. Represents the Executive Director in his/her absence at meetings or wherever needed.
8. Works in conjunction with the Executive Director of University Housing and other Associate Directors in University Housing to ensure that all policies are effectively communicated to students and staff.
9. Responds to emergencies and crisis situations as needed; serves in a weekly on call rotation.
10. Resolves customer service issues with students, staff, parents and others as needed. Responds to needs, questions and concerns in an accurate, effective, and timely manner.
11. Continually seeks efficient ways of providing services by minimizing procedural requirements and bureaucracy.

### **Academics / Assessment**

1. Establishes and ensures compliance of all policies and procedures for residence hall students and staff.
2. Oversees and assists in the creation, implementation and evaluation of all assessment activities/student-learning outcomes in University Housing.

3. Performs grade checks on Graduate Community Director and Community Advisor staff and provides/arranges for academic support.
4. Works closely with Academic Affairs and faculty members to establish academic initiatives within the department and enhance student retention and academic success.
5. In the near future will participate in teaching opportunities: GC xxxx (CA Class)

### **Partnerships**

1. Creates and enhances working and collaborative partnerships with other campus departments to fulfill the mission of Student Development/Residential Education.
2. Serves as University Housing's liaison with the University Police Department, Dean of Students Office, Health Services, Judicial Affairs, the University Counseling Center as well as several others across campus.
3. Works with Executive Director of University Housing and the Associate Director of University Housing for Operations to develop relationships between custodial, Plant Services and residential education staff.
4. Develops and monitors procedures with other Assistant Directors for processes related to check in, check out, room changes, rosters, key control, office supplies, maintenance/custodial complaints, vandalism concerns, inventory sheets, room selection, etc.

### **Miscellaneous**

1. Develops, plans, trains and assists with appropriate responses to emergencies in the residence halls.
  2. Coordinates and schedules the campus-wide on call responsibilities for crisis management and problem solving for University Housing.
  3. Serves on department, division and university-wide committees and task forces.
  4. Is available during peak weekends such as residence hall opening, closing, homecoming, campus visitation days, and orientation.
  5. Performs other duties as need or as assigned.
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