



## University Housing

# Area Coordinator Position Description

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### **Job Purpose**

An Area Coordinator is a full-time position within University Housing that provides the overall administration of student learning and housing components in an area which houses approximately 800 students in a comprehensive residential living program. An Area Coordinator reports to the Associate Director for Student Development and makes appropriate decisions/or recommendations regarding the management and supervision of the assigned area, and supervises and assists in the development of professional and paraprofessional staff. This position provides an excellent opportunity to enrich the educational experiences of residential students.

### **Position Summary**

We seek candidates who can challenge, support, and guide students. Strong supervisory, communication, administrative and crisis management skills are sought. Vision, enthusiasm, flexibility, and commitment are also highly desired.

An Area Coordinator is an integral member of our department and is responsible for the overall administration of student learning and housing components in an area housing approximately 800. An Area Coordinator 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 which includes the Executive Director, two Associate Directors, an Assistant Director of Marketing and Communication and three Area Coordinators.

The successful candidate should have excellent management, human relations and problem solving skills; a demonstrated understanding of student development theory and current issues and trends in higher education; the ability to promote a campus climate that encourages inclusion and participation by all students; is able to develop a student-focused living and learning environment that supports the academic experience by providing programs and services in safe and well-maintained facilities, and excellent written and verbal communication skills. An Area Coordinator will be expected to maintain a work schedule that will maximize contact with students, often before and after regular institutional office hours. Extreme flexibility is required to be successful in this position. Attendance at campus functions, student programs, and after-hours emergency response is often required. The Area Coordinator should have an active interest in the development of students in their personal and academic pursuits. This position is live-off and participates in a campus-wide crisis management duty rotation.

Area Coordinators have primary responsibility for meeting the student needs and managing residential operations in an area of 3-5 halls of approximately 800 residents. An Area Coordinator maintains open lines of communication between the 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 is required. Preference will be given to candidates with a solid background in student affairs, prior live-in residence life experience, and experience with judicial and crisis management. To be successful in this position, the Area Coordinator must have excellent interpersonal communication, organization, administrative skills, supervision experience and a commitment to the social and academic

development of students. 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. Proven working knowledge of student development theory and demonstrated commitment to social justice is required.

The successful candidate will be highly motivated, energetic and ready to assume the responsibility for a demanding program. The successful candidate will have the ability to handle highly confidential material and be very attentive to detail. The successful candidate must be able to promote the Housing/Student Development program to all members of the university community and motivate high enthusiasm for the program at all levels. The successful candidate must possess well developed interpersonal and communications skills, both written and verbal, strong organizational skills, strong technology skills, sound judgment and the ability to manage multiple projects and meet deadlines in a fast-paced environment.

**Related knowledge, skills and abilities include:**

- Experience with implementation of a residential curriculum and special interest 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
- Candidate must have a demonstrated knowledge in 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
- 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 technology skills; experience with 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 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, strategic direction, and evaluation of University Housing
- Serves as University Housing's liaison with the Department of Public Safety, Office of Student Affairs, Counseling Services, Student Health Services, Office of Fraternity and Sorority, Office of Student Life and Dining Services
- Assists in the planning and development of departmental guidelines to support organizational management

**Supervision/Staff Development**

1. Provides primary leadership, support and supervision, ongoing training and evaluation of performance of staff in assigned area; particularly in the areas of community building, emergency procedures/crisis management, diversity and policy implementation.
2. In addition to individual supervision sessions, holds regular, weekly team meetings with staff in assigned area.
3. Coordinates student staff recruitment, selection and continued training; implements all staff related training.
4. Ensures daily contact with the Community Directors for the purpose of exchanging information, discussion of ideas, problem solving, advising in regard to working with staff and Community Councils, and other needs.

5. Establishes goals or coordinates goal setting for the year and develops a strategic plan by which the team achieves these goals.
6. Ensures that Community Standards are created, maintained and fully utilized within assigned area. Challenges staff to effectively utilize standards to address hall community issues.
7. Effectively builds a cohesive, creative and effective staff who understands student engagement and retention practices.
8. Trains housing staff in relation to matters related to residential education, higher education, student affairs, and others as needed.
9. Oversees the leadership development and training of professional and student staff.
10. Implements professional development plan for Community Directors and Graduate Community Directors including in-services, conference attendance, publications, externships and other opportunities as they may apply.
11. Assists in developing departmental vision, goals, objectives and strategic direction.
12. Develops best practices in conjunction with both long and short-range plans for facilities improvements, organizational management, special interest communities, and departmental retention efforts.
13. Participates in the development and content of housing manuals.

### **Student Development/Programming**

1. Works closely with the Community Directors and Graduate Assistants regarding residence hall staff programming efforts; develops, coordinates, implements and evaluates all activities related to the educational programming and developmental elements.
2. Trains professional and paraprofessional staff on the department's programming goals and objectives related to residential education.
3. Coordinates and executes an area programming plan focusing on theme weeks/months.
4. Oversees student staff programming budget; collection, expenditures, deposits, and monitoring of all accounts.
5. As a member of the Central Leadership Team, the Area Coordinator coordinates one or more department-wide activities including staff selection and training, advising the Resident Student Association, National Residence Hall Honorary, special interest communities, leadership retreats, diversity initiatives and alcohol education.
6. Provides leadership for, supports, and participates in various university events such as receptions, dinners, socials, and traditional ceremonies.
7. Upholds university policies and the rights of all members of the community through example, education, counseling, conflict resolution and disciplinary action.
8. Counsels students as they encounter various developmental and/or adjustment difficulties and makes appropriate referrals to campus resources for residential students.
9. Assists with creating socially just communities where differences are celebrated.
10. Coordinates the residential student recycling program and sustainability/recycling education.

### **Administration**

1. 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).
2. Coordinates computerized databases and technical needs of the assigned areas.
3. Assists with the collection of delinquent student/departmental accounts.
4. Supports the programming efforts and tracks the budgetary resources for professional and paraprofessional staff in assigned area.
5. Prepares timely, thorough and accurate reports as required.
6. Assists in the planning and development of departmental guidelines to support organizational management.
7. Works in conjunction with the Associate Directors in University Housing to ensure that all policies are effectively communicated to students and staff.
8. Supports custodians and Facilities Operations staff in maintaining healthy and safe living conditions within assigned residential environment. Encourages staff and students to develop respect for the living environment.
9. Manages Facilities Operations Maintenance Direct work request process for the assigned areas. Investigates and assigns damage billing when appropriate.

10. Supervises the opening and closing of area residence halls at the beginning and end of a semester and at breaks.
11. Assists area professional and paraprofessional staff in responding to student issues.
12. Ensures that policies are uniformly and fairly enforced. Reads and assess staff reports on alleged violations of the Student Code of Conduct and University Housing policies and serves as hearing officer for appeals.
13. Responds to emergencies and crisis situations as needed; serves in a weekly on-call rotation.
14. 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 and in a way that provides accurate information and fosters positive public relations
15. Maintains regular office hours in the department office (8:00 a.m. to 5:00 p.m.); maintains a work schedule that will maximize contact with students, often before and after regular institutional office hours. Approval for schedule changes due to late night meetings, events or crisis can be discussed with Associate Director for Student Development.
16. Continually seeks efficient ways of providing services by minimizing procedural requirements and bureaucracy.

#### **Evaluation/Assessment**

1. Establishes and ensures compliance of all policies and procedures for residence hall students and staff.
2. Assists in the creation, implementation and evaluation of all assessment activities/student-learning outcomes in University Housing.
3. Provides ongoing performance appraisals, as well as semester evaluations

#### **Partnerships**

1. Creates and enhances working and collaborative partnerships with other campus departments to fulfill the mission of University Housing.
2. Serves as a liaison with the Department of Public Safety, Office of Student Affairs, Counseling Services, Student Health Services, Office of Fraternity and Sorority, Office of Student Life, Dining Services as well as several others across campus.
3. Works with the Associate Director for Student Development to develop relationships between custodial, maintenance and University Housing staff.
4. Monitors procedures 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. Summer assignments may include developing and implementing professional and Community Advisor fall staff training, conferences, updating/creating of staff manuals, and other central office functions as assigned.
2. Serves on departmental, division and university wide committees and task forces.
3. Is available during peak weekends such as residence hall opening, closing, homecoming, campus visitation day, and orientation.
4. Maintains active participation in professional associations through attendance at regional/national conferences, reading of journals and newsletters, and presenting at conferences is expected.
5. Represents University Housing and the Division of Student Affairs as requested.
6. Performs other duties as needed or as assigned.