



Classification Description

Job Title: Coordinator, Housing and Residence Life Pay Grade: 107

Job Code: 3670

FLSA Status: Exempt

Job Purpose

This position serves as a live-in professional staff member in FSW student housing and is responsible for supporting department leadership in the management of the Housing & Residence Life program. This position promotes and provides educational, social, cultural, community service programs; enforcement of housing policies, reporting and publications; and supports student housing management by ensuring departmental records are maintained efficiently and accurately and processes are applied appropriately throughout the department of Housing & Residence Life.

General Responsibilities

Essential Functions

The Coordinator of Housing and Residence Life provides live-in management of residence life programs including providing on-call duty responses during evenings, weekends, holidays and non-duty days.

Directly supervises assigned Resident Assistants and a paraprofessional Residence Education Team Assistant.

Tracking of programs and events as well as keeping track of Residential Experience Points.

Advises and addresses front facing issues and concerns of residents.

Oversees the scheduling and on-call expectations for Resident Assistant Staff.

Plans and implements Resident Assistant Recruitment, Selection, and Training.

Plans and implements Resident Education Team Assistant selection and training.

Serves as a hearing officer, as needed.

Creates and maintains Residence Education training schedule to include, but not limited to, scheduling times and locations, scheduling of speakers, themed days, communication to Resident Assistants.

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Serves as chair for the Training Planning Team.

Charged with planning and execution of RA and Residence Education Team Assistant Recruitment & Selection Days as well as the communication and marketing to campus partners and potential candidates.

Serve as the chair for the Resident Advisor Recruitment & Selection Team.

1st Line Conflict Mediator, when RA staff cannot resolve the conflict. Makes referrals to the Director of Housing and Residence Life, as needed.

Assists and volunteers for College-Wide initiatives including, but not limited to, the FSW Call Campaign and FSW Commencement.

Serves as the first level Housing and Residence Life professional On-Call in collaboration/alternation with the Residence Education Team Assistant.

Implements the 5 Bucs Residential Experience Model.

Implements on-going training programs for Resident Assistants to ensure development of quality leadership, customer service, crisis response, mediation, and communication skills and student development.

Participates in campus-wide and area training coordinated by the Office of Housing & Residence Life and other campus departments.

Shares knowledge of resources and refers students to appropriate areas at the College.

Participates actively in the resolution of resident issues and concerns.

Commits to being visible on floors throughout LightHouse Commons and talking informally with residents about academic, personal, and community success, issues, and concerns.

Promotes programs/activities electronically for residents utilizing official email, approved social media, and the LightHouse Commons (LHC) Facebook page.

Supports and administers approved departmental and divisional assessment programs and initiatives.

Mediates roommate conflicts when appropriate. Elevates situations to department leadership, as appropriate.

Follows up with residents regarding incidents and completion of assigned sanctions.

Develops relationships with other campus departments and organizations to serve as a referral and resource for students.

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Ensures visitors are welcomed and screened, as well as calls and emails are answered and directed accordingly. Provides timely and accurate responses to questions regarding Housing & Residence Life.

Participates in the preparation of monthly and annual reports for the department.

Serves on departmental committees, as needed.

Serves in an “on-call” rotation, as scheduled, to ensure 24-hour management coverage of LightHouse Commons; the “on-call” rotation schedule may include nights, weekends, holidays, and non-duty days as per the official College calendar. Provides emergency response, as necessary, through on-call assistance and consultation with FSW Campus Police staff.

Substitutes for residence hall staff on-call, if necessary.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor’s degree from a regionally accredited institution of higher education.

Two (2) years of previous work experience closely related to student housing, residence life. Appropriate combination of education and experience may be substituted.

Ability to live on-site in a fully furnished apartment within LightHouse Commons.

Ability to travel to businesses, schools and other community contact locations independently.

Ability to work evenings, weekends, and holidays as needed and perform on-call responsibilities.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail and social media.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.

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- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: July 22, 2016. Revised: December 9, 2019; November 9, 2020; September 16, 2021.
Revised: July 1, 2023.

