



Classification Description

Job Title: Hall Director, Residence Life

Pay Grade: 108

Job Code: 4165

FLSA Status: Exempt

Job Purpose

This position serves as a full time live-in professional staff member who assists and reports to the Associate Director, Residence Life. This position cultivates strong residential communities, builds rapport with residents and student staff (Senior Resident Assistants and Resident Assistants), and creates a sense of belonging for all residential students. The Hall Director, Residence Life 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 Residence Life. The Hall Director, Residence Life assists with managing the daily operations of the Residence Hall, key functions of policy enforcement, student staff selection, supervision, training, and leadership/community development within the Residence Hall.

General Responsibilities

Essential Functions

Supervises desk assistants, assists with the training and supervision of student staff (Senior Resident Assistant and Resident Assistants).

Coordinates weekly staff meetings with student staff and desk assistants.

Conducts weekly one on one meetings with student staff.

Conducts semester and annual feedback and evaluation for student staff.

Monitors, schedules, and maintains on-call duty rotation for student staff.

Responsible for ensuring the safety and security of residents. Assists Associate Director with the development of comprehensive emergency plans and implementation.

Assists Associate Director with the implementation of Residential Curriculum.

Attends student staff programs and events. Maintains visibility in the Residence Hall.

Assists Associate Director with selection and training of student staff.

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Assists and coordinates residence hall openings and closings.

Implements residential programming and education for building community development initiatives and programs, under the direction of the Associate Director.

In collaboration with the Associate Director, Residence Life, provides live-in management of residence life programs including providing on-call duty responses during evenings, weekends, holidays and non-duty days. Assists Associate Director with timely follow-up for critical incidents and crisis events. The Hall Director, Residence Life, will serve as a professional on call for the Residence Hall. Responds to and assists with emergency situations, including after-hours emergencies. Attends weekly one-on-one meetings with Associate Director and leads student staff meetings.

Participates in the resolution of resident issues and concerns and communicates residential concerns and issues with Associate Director.

Communicates programs/activities electronically for residents utilizing official email, approved social media and BUCS Corner.

Assists the Associate Director, Residence Life with approved departmental and divisional assessment programs and initiatives.

Serves as hearing officer for residential student conduct violations.

Mediates residential and student staff conflicts. Elevates situations to Associate Director, Residence Life, as appropriate.

Assists with coordination of residence hall early openings, move-in, and closings. Provides support for any overnight camps or conferences, as assigned.

Assists the Associate Director in the coordination of student resident check-in/out process and ensures proper procedures are followed.

Maintains essential office records and updates information in a timely manner in FSW case management system, Maxient.

Works with students and staff to ensure the rights and privacy of all residents.

Assists with CARE reports and CARE check-ins for residential students.

Assists with processing Conduct reports and meets with students for Code of Conduct Violations and follows the Conduct process to assess responsibility and sanctions for residential students.

Participates in the preparation of monthly and annual reports for the department under the direction of the Associate Director.

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Assists and works collaboratively with all campus agencies, such as FSW police, in the event of an emergency or crisis.

Collaborates with campus partners to implement educational, social, and professional development programming and education for residential students.

Provides support and assistance to Associate Director for emergency and crisis response training.

Performs general office tasks and assists in other aspects of clerical processing.

Substitutes for residence hall staff on-call, as needed.

Provides LHC Front Desk coverage with desk assistants. Provides training and scheduling for desk assistants.

Serves on College and departmental committees, as assigned.

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 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 full-time, professional work experience related to student housing, residence life, student support services, student administrative support, or related. 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, non-duty days, and holidays as needed and perform on-call responsibilities.

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

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.

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- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- 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.

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Approved: August 25, 2023.