



Classification Description

Job Title: Associate Director, Residence Life
and Community Standards

Pay Grade: 117

Job Code: 4227

FLSA Status: Exempt

Job Purpose

The Associate Director, Residence Life and Community Standards provides leadership and oversight to FSW Residence Life within the division of Student Life, and the College's conduct and Academic Integrity process. The Associate Director has purview over the residential community, LightHouse Commons, FSW's residence hall which houses approximately 400 residents. This position provides general guidance and direction to the Residence Life staff, as assigned. The Associate Director will cultivate living-learning experiences within the Residence Hall to create a positive, engaging, authentic, living-learning environment to support residential student success at FSW. Additionally, this position will perform highly complex professional work, navigating nuanced residential concerns and crisis while developing courses of action and implementing proposed solutions for Residence Life and Community Standards. The Associate Director, Residence Life and Community Standards has specific responsibilities for leading and implementing the following collaterals: Senior Resident Assistant and Resident Assistant training and selection, professional staff training, residential and non-residential student conduct and Academic Integrity (with the Assistant Vice President), and educational residential programming for all residents. This position will report directly to the Assistant Vice President, Student Life.

General Responsibilities

Essential Functions

Residence Life

Oversees the day to day operations of Residence Life at FSW's LightHouse Commons (LHC).

Provides guidance and direction to Residence Life staff.

Serves as a professional on an on-call basis for the Residence Hall. Responds to and assists with emergency situations, including after-hour emergencies. Coordinates timely, caring follow-up for critical incidents and crisis events.

Manages all assignments including, but not limited to, move in assignments, room changes, assignment communication, and implementing room assignment software.

ASSOCIATE DIRECTOR, RESIDENCE LIFE AND COMMUNITY STANDARDS

Recruits, selects, trains, develops, and supervises professional and student Residence Life staff. Designs, implements, and assesses engagement and educational initiatives within the Residence Hall.

Coordinates timely follow-up for all facilities concerns including, but not limited to, custodial, facility issues, maintenance, keys, access, safety and security needs.

Communicates with residents, parents, families, and guardians in a timely manner to provide information, answer questions, and resolve concerns.

Serves on CARE team and assists with CARE report assignment and residential student check-ins.

Plans, communicates, assesses, and executes Residence Hall early openings, move-in, and closings.

Works closely with Student Engagement for Orientation and any overnight camps or conferences.

Conducts weekly staff meetings with student staff and conducts weekly one-on-ones with professional staff.

Facilitates ongoing professional development and training for staff.

Conducts semester and annual evaluations, feedback, and review for student and professional staff performance.

Implements budget management for Residence Life. Serves as reconciler in transactions for Residence Life.

Assists with management of on-call training, expectations, and scheduling for, Senior Resident Assistants and Resident Assistants.

Develops and revises Residence Hall policies and procedures semesterly and annually.

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

Plans and coordinates programs and activities for residents.

Creates and monitors implementation of Residential Curriculum.

Monitors that the residential curriculum is being executed as designed and is successful in the residential community

Serves on Senior Leadership team for Student Life.

Provides training for Residence Life staff and conflict resolution for resident issues and concerns.

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Maintains a high level of visibility within Residence Hall and interactions with residents.

Assists with implementation of Guided Pathways and Career Services initiatives for residential students.

Implements and administers assessments for Residence Life to all residential students.

Mediates conflicts among students and staff in the Residence Hall.

Serves as main facilitator for room change requests and implementations.

Researches, reviews, and implements new initiatives for Residence Life in all areas related to student development, retention, and student satisfaction.

Communicates programs, information, and educational activities via social media and electronic media.

Coordinates all processes involving keys and access management for residents.

Refers appropriate Adaptive Services requests including, but not limited to, ESA's and Service Animal requests, to Director, Adaptive Services.

Provides annual calendar of events and ensures consistency and accuracy of all information communicated to residential students including social media and electronic media communications.

Ensures guests are following appropriate guest policy protocol. Provides timely and accurate responses to questions regarding Residence Life.

Works with other campus areas to ensure cooperation and coordination of events, programs, activities, services and initiatives for Residence Hall.

Provides monthly and annual reports for Residence Life.

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

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

Serves on College and departmental committees, as assigned.

Community Standards

Serves as primary case administrator who oversees the implementation of the FSW Code of Conduct and advises the Coordinator, Community Standards, with process and case management.

Provides training and advisement to Case Administrators, including Campus Directors.

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Supervises Coordinator for Community Standards.

Takes a lead role at the College in student advocacy, Conduct, and Academic Integrity issues.

Serves as chief student Case Administrator and investigator for Student Conduct and Academic Integrity referrals on behalf of the College.

Oversees the assessment, training, outreach, and document development related to student behavior and Academic Integrity at the College.

Ensures that referrals made through the Student Code of Conduct are proactively managed; with equity given to all parties involved and in the best interest of the College community.

Manages Maxient software database to track student records and effectively communicate with parties involved. Ensures appropriate collection of student-related data and training is conducted for all users. Writes reports and communicates relevant data to stakeholders.

Reviews incident reports submitted to the Office of Community Standards and conducts and leads initial investigations into alleged violations of the FSW Student Code of Conduct, impartially reviews alleged student misconduct, and exercises decisional authority to impose sanctions

Lifts or places registration and transcript holds on a student account due to failure to complete any outstanding sanctions or requests given by the Office of Community Standards.

Responsible for training and regular development sessions with Case Administrators and Student Life staff and student leaders to ensure updated material and standards of practice are communicated and followed.

Completes Admissions clearance forms and returns to the student's desired location.

Serves as Case Administrator and Appellate officer, when needed.

Ensures record retention standards are upheld. Maintains departmental operating records, specialized reports, files, and records relating to the operation of the unit to which assigned.

Implements the student conduct process, policies and procedures in the FSW Student Code of Conduct; in accordance with policy and procedure and in conjunction with appropriate departments.

Provides emergency response, in consultation with Assistant Vice President of Student Life and FSW Police. Assists all agencies, such as FSW Police, local Fire Department, CARE Services, etc., in the case of an emergency or crisis.

Provides student and professional staff with crisis response training.

Maintains timely records and updated information and records in FSW case management system, Maxient.

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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

Master'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, 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 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.
- 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.

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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: November 17, 2023.