



## **Classification Description**

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**Job Title:** Assistant Director, Residence Life

**Pay Grade:** 114

**Job Code:** 4396

**FLSA Status:** Exempt

### **Job Purpose**

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

### **General Responsibilities**

#### **Essential Functions**

Directly supervises the Coordinator for Residential Support and Community Standards and indirectly supervises all Residence Life student staff members.

Assists Director with the development and implementation of a semester and annual feedback and evaluation for student staff and professional staff.

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

#### **Residential Education & Curriculum**

Develops and maintains the Residential Curriculum.

Creates annual learning goals learning objectives in conjunction with the Director for the Residential Curriculum.

Develops implementation and an action plan for the Residential Curriculum along with assessment strategies.

## **ASSISTANT DIRECTOR, RESIDENCE LIFE**

Participates in an annual review of assessment data of the effectiveness of the Residential Curriculum with the Director.

Attends student staff programs and events.

Maintains appropriate visibility in the Residence Hall.

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

### **Emergency and Crisis Response**

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

In collaboration with the Coordinator, Residential Support & Community Standards, provides live-in management of residence life programs including providing on-call duty responses during evenings, weekends, holidays and non-duty days.

Assists Coordinator, Residential Support & Community Standards and the Director with timely follow-up for critical incidents and crisis events.

Responds to and assists with emergency situations, including after-hours emergencies.

Attends weekly one-on-one meetings with Director and provides support and leadership in student staff meetings.

Serves on the College-wide reunification committee in the event of any emergency on campus.

Provides support at the direction of the College and Director, Residence Life and Community Standards in any and all emergency evacuations of the residence hall.

Assists Director with annual review and update of emergency response manual for student staff and professional staff.

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

### **Residential Support & Community Standards Responsibilities**

Serves as secondary Case Administrator for Conduct cases, both residential and non-residential, for the College.

Provides marketing assistance with department-wide needs in conjunction with other offices in the College.

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

## **ASSISTANT DIRECTOR, RESIDENCE LIFE**

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

Provides support regarding resolution of resident issues and concerns as communicated.

Serves on the FSW Care Team regarding students of concern or students in need of resources.

Works collaboratively with Care Services to provide support and resources to all FSW students.

### **Operational Responsibilities**

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

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

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

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

Coordinates student staff recruitment and hiring practices for the department.

Works collaboratively to create student staff training schedules.

Oversees all of winter break housing; includes processing winter break housing requests, planning assignments, and ensuring professional staff and student staff coverage.

Oversees all summer housing; includes processing applications, creating assignments, submitting appropriate charges, and maintaining transition housing.

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

Works in collaboration with the Director, Residence Life and Community Standards regarding Fall and Spring assignments and applications.

Supervises Residence Life Specialist and oversees all desk operations in LightHouse Commons

Supports Residence Life Specialist in hiring, supervising, and managing all front desk staff including part-time Desk Assistants, Student Assistants, and Work Study Student Assistants.

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

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

Provides training and scheduling for Desk Assistants.

## ASSISTANT DIRECTOR, RESIDENCE LIFE

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**

Master'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. An 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.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- 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.

## ASSISTANT DIRECTOR, RESIDENCE LIFE

- 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: April 30, 2025. Revised: August 12, 2025.