



## Classification Description

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**Job Title:** Residence Life Specialist

**Pay Grade:** 105

**Job Code:** 3073

**FLSA Status:** Non-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 Residence Life program. As a key member of the Residence Life team, this position is central to the daily operations and front-line services provided to residential students at Florida SouthWestern State College. The Residence Life Specialist operates with a high degree of professionalism and integrity and is responsible for overseeing the front desk operations at LightHouse Commons, including providing exceptional customer service to residents, guests, and campus partners.

The Residence Life Specialist serves as the primary front desk administrator of the 24-hour front desk, supervising desk assistants, managing mail services, maintaining the staff schedule, and responding to Residence Life inquiries via phone and email. This position also provides essential administrative support to the Residence Life team, including reconciling receipts, producing marketing materials, participating in departmental meetings, and contributing to crisis response coordination.

This position plays an important role in fostering a welcoming, safe, and responsive living-learning environment. The Residence Life Specialist will contribute to the overall success of the residential community by promoting effective communication, operational excellence, and positive student engagement.

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

### **General Responsibilities**

#### **Essential Functions**

Serves as the primary front desk administrator for LightHouse Commons, ensuring the smooth operation of the 24-hour desk and providing frontline service to residents, guests, and campus partners.

Develops and manages the front desk schedule, ensuring adequate staffing and prompt resolution of coverage or shift-related issues.

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Submits work orders on behalf of residents and the department; communicates facility issues to Facilities Services and monitors follow-up to ensure timely resolution.

Coordinates all mail and package operations, including receipt, sorting, distribution, and resident notifications.

Monitors building access by verifying student Bucs ID swipes upon entry and addressing access issues in accordance with safety protocols.

Oversees guest check-in procedures, enforces guest policy at the front desk, and ensures desk staff are trained and equipped to support policy implementation.

In collaboration with the Assistant Director, Residence Life and Coordinator, Residential Support and Community Standards, provides live-in management support of Residence Life programs including providing on-call duty responses during evenings, weekends, holidays and non-duty days.

Supervises desk assistants, promoting a culture of professionalism, accountability, and excellent customer service.

Provides performance feedback to Residence Life leadership regarding resident assistants' desk-related duties and adherence to operational standards.

Assists in onboarding and continued training of desk assistants and residence life staff.

Responds to incidents and student concerns at the front desk with discretion and professionalism, escalating urgent matters to on-duty professional staff as appropriate.

Maintains a safe and secure residential environment by enforcing building policies, reporting suspicious behavior, and actively contributing to the department's crisis response procedures.

Provides administrative support to the Residence Life team by reconciling receipts, maintaining records, managing departmental documentation, and assisting with office workflows.

Supports opening and closing procedures for the residential community, including key distribution and collection, inventory tracking, documentation, and resident communication.

Designs and disseminates marketing and communication materials for events, policies, and announcements, ensuring alignment with department branding and messaging.

Attends department staff meetings.

Participates in Student Life committees and campus-wide initiatives, as needed.

Performs other duties as assigned.

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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**

Associate's degree from a regionally accredited institution of higher education.

Two (2) years of 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 furnished apartment within LightHouse Commons.

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.
- 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: August 13, 2025.