



## Classification Description

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**Job Title:** Coordinator, Residence Life

**Pay Grade:** 109

**Job Code:** 4398

**FLSA Status:** Exempt

### **Job Purpose**

This position serves as a full time live-in professional staff member who assists and reports to the Assistant 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.

As a key member of the Residence Life and Community Standards team, this position is central to the development, communication of and outreach regarding student conduct and community standards within the residential community. The Coordinator of Residence Life promotes and provides educational, social, cultural, and 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 Coordinator for Residence Life serves as the primary case administrator for the implementation of the FSW Student Code of Conduct and Residential Community Living Guide within the residential community at FSW. The Coordinator assists the Assistant Director, Residence Life with all aspects of the residential conduct process and provides support for our residential students. This includes, but is not limited to, training case administrators within the Residence Life staff, and reviewing documentation for the residential community, and providing follow-up for any residential students who are seeking support or resources from the College. The Coordinator will be knowledgeable in higher education law, restorative practices, Title IX, FERPA, and records management.

### **General Responsibilities**

#### **Essential Functions**

Responsible for ensuring the safety and security of residents.

Serves in an on-call rotation with Assistant Director, Residence Life, and Senior Resident Advisors to provide emergency crisis support.

In collaboration with the Assistant 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.

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Assists Assistant Director with timely follow-up for critical incidents and crisis events.

### **Residential Community**

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.

Assists Assistant Director with implementation of the Residential Curriculum and residential programming.

Assists Assistant Director with selection and training of student staff.

Assists Assistant Director with residence hall openings and closings.

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

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

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

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

### **Residential Student Conduct**

Serves as primary hearing officer for residential student conduct violations.

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

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.

Conducts annual reviews and submits assessment reports regarding residential conduct data.

### **Residential Support**

Assists with Care reports and Care Check-ins for residential students.

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Provides appropriate student or student staff follow-up at the direction of the Residence Life Care team representative.

Is knowledgeable of on-campus and College resources to provide to students as needed and requested.

Submits Care referrals appropriately and in a timely manner.

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 they 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 full-time professional work experience in higher education in residence education, including Student Conduct responsibilities, and crisis intervention responsibilities. Graduate experience can substitute for one (1) year of work experience.

Demonstrated experiences in training and development of students and Case Administrators.

Knowledge of Student Life practices including student development, organizational skills, managing and resolving conflict, and comfort in public speaking.

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.

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- 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: May 8, 2025. Revised: November 19, 2025.