



Classification Description

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, Residence Life. 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.

This position promotes and provides educational, social, cultural, and community service programs; enforces housing policies, reporting and publications; and supports student housing management by ensuring departmental records are maintained efficiently and accurately and that processes are applied appropriately throughout the Department of Residence Life.

The Assistant Director assists with managing the operations of the Department of Residence Life, including key functions such as policy enforcement, student staff selection, supervision, training, and leadership/community development within LightHouse Commons.

General Responsibilities

Essential Functions

Directly supervises the Coordinator, Residence Life, and indirectly supervises all Residence Life student staff members.

Assists the Director with the development and implementation of a semesterly and annual feedback and evaluation processes for students, staff, and professional staff.

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

Residential Education & Curriculum

Develops, maintains, and implements the residential curriculum, including the creation of annual learning goals, objectives, and action plans in collaboration with the Director.

Designs and applies assessment strategies and participates in the annual review of data to evaluate curriculum effectiveness.

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

Attends student staff programs and events and maintains appropriate visibility in the residence hall.

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

Emergency and Crisis Response

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

In collaboration with the Coordinator, 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 the Coordinator, Residence Life, 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 the Director and provides support and leadership in student staff meetings.

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

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

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

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

Residential Support & Community Standards Responsibilities

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

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

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

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

Provides support regarding the 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 the coordination of residence hall early openings, move-ins, and closings. Provides support for any overnight camps or conferences, as assigned.

Assists the Director in the coordination of the student resident check-in/check-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 processes for the department.

Works collaboratively to create student staff training schedules.

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

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

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

Supervises the Residence Life Specialist(s) and oversees all desk operations in LightHouse Commons.

Supports the Residence Life Specialist(s) in hiring, supervising, and managing all front desk staff, including part-time LHC 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 LHC Desk Assistants.

Serves on College and departmental committees, as assigned.

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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 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.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.

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- 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, and April 23, 2026.