

Classification Description

Job Title: Director, Residence Life and Community Standards

Pay Grade: 120

Job Code: 4227

FLSA Status: Exempt

Job Purpose

The Director of Residence Life and Community Standards provides strategic leadership and comprehensive oversight of Florida SouthWestern State College's Residence Life program within the Division of Student Life. Additionally, this key role manages the residential community at LightHouse Commons, a 400-resident facility, while fostering a dynamic, supportive, and engaging living-learning environment that promotes student success.

Additionally, the Director assists with the College's conduct and academic integrity processes, ensuring alignment with institutional values and policies.

The Director addresses complex residential concerns, navigates crises, and develops and implements innovative solutions to enhance Residence Life and Community Standards. This position guides and mentors the Residence Life team, fostering a culture of excellence, collaboration, and student-centered service.

This position reports directly to the Associate Vice President for Student Life and plays a critical role in shaping the residential student experience at FSW.

General Responsibilities

Essential Functions

General

Recruits, selects, trains, and develops professional and student Residence Life and Community Standards staff.

Supervises assigned staff, fostering a team culture of innovation, collaboration, and excellence.

Facilitates ongoing professional development and training for assigned staff and, upon request, Student Life staff.

Conducts regular meetings with student staff and professional staff to support communication, accountability, and professional development.

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

Leads the design, implementation, and assessment of training programs for assigned staff, ensuring preparedness and professional growth.

Serves as an on-call professional 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.

Oversees general office tasks and clerical processing for area of responsibility; participates in processes as needed.

Serves on College and departmental committees, as assigned.

Residence Life

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

Collaborates with the Associate Vice President to manage residential and non-residential student conduct and academic integrity processes, emphasizing educational outcomes and integrity.

Manages all housing assignments including, but not limited to, move-in assignments, room changes, assignment communications, and housing assignment software administration.

Manages and facilitates housing and residence life operational contracts, including procurement, negotiation, compliance, and vendor relations to ensure seamless service delivery and adherence to institutional policies.

Designs, implements, and assesses engagement and educational initiatives within the residence hall.

Coordinates and administers case management systems for Residence Life, ensuring efficient tracking, documentation, and resolution of student cases. This includes Maxient for conduct and behavioral records and residential housing management software for housing operations.

Facilitates system configuration and optimization to align with institutional needs, compliance requirements, and operational workflows.

Coordinates timely follow-up for facilities concerns including, but not limited to, custodial issues, maintenance requests, key management, building access, safety concerns, and security needs.

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

Serves as a member of the Care team and assists with Care report assignment and residential student check-ins.

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Plans, communicates, assesses, and executes residence hall early openings, move-ins, closings, and break housing operations.

Works closely with Student Transitions and campus partners to support Orientation, overnight camps, conferences, and special programs.

Develops, manages, and monitors the Residence Life budget and assists with reconciliation and financial transactions.

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

Navigates complex residential issues and emergencies, utilizing sound judgment, effective communication, and student-centered problem-solving.

Develops, reviews, and revises residence hall policies and procedures semesterly, annually, and as needed.

Assists in the development and implementation of comprehensive emergency management plans, including fire drills, evacuation procedures, hurricane preparedness, and crisis response protocols.

Provides leadership for educational programming and the Residential Curriculum. Develops and manages initiatives that foster learning, belonging, and community among residents.

Creates, implements, and evaluates the Residential Curriculum to ensure intended outcomes are achieved.

Serves on the Student Life Senior Leadership Team.

Provides training for Residence Life staff regarding conflict resolution, crisis response, and resident concerns.

Maintains a high level of visibility within the residence hall and actively engages with residents.

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

Implements and administers assessment initiatives for residential students and Residence Life programs.

Mediates conflicts among students and staff within the residence hall.

Generates regular and ad hoc reports to analyze trends, assess program effectiveness, and support strategic planning and decision-making.

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

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Coordinates key and building access management processes for residents.

Refers Adaptive Services requests including, but not limited to, Emotional Support Animal (ESA) and Service Animal requests, to Director of Care and Adaptive Services.

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

Ensures compliance with guest policies and provides timely and accurate responses to Residence Life inquiries.

Collaborates regularly with FSW Police, Facilities, Athletics, Title IX, and other stakeholders to coordinate services and support residential students.

Attends meetings of the FSW Financing Corporation and provides reports, information, and updates as needed.

Provides off-campus housing resources and support for students, as needed.

Develops and executes comprehensive assessment strategies to evaluate Student Life and Residence Life programs and initiatives.

Analyzes assessment results to identify trends, evaluate effectiveness, and inform decision-making.

Collaborates with campus stakeholders to implement data-driven enhancements that enhance the student engagement, success, and retention.

Acts as the primary point of contact for student-athletes residing in LightHouse Commons.

Provides emergency response, in consultation with the Associate Vice President, 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.

Designs and delivers comprehensive crisis response training programs for student and professional staff to ensure they are well-prepared to address emergencies effectively. This includes, but is not limited to: creating tailored training materials that address a range of potential crises, such as medical emergencies, mental health incidents, natural disasters, and security threats; partnering with campus departments, such as FSW PD and Campus partners, as well as external agencies, to offer specialized expertise and resources.

Collaborates with FSW Police Department to plan, implement, and evaluate fire safety protocols and conduct regular fire drills to ensure resident safety and compliance with regulations.

Administers and coordinates all aspects of break housing, including planning, communication, resident support, and operational logistics to ensure a seamless experience for students staying on campus during breaks.

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Works with students and staff to ensure resident rights, privacy, and community standards are upheld.

Community Standards

Serves as the chief student Case Administrator and investigator for Student Conduct and assists Associate Vice President with Academic Integrity referrals on behalf of the College, overseeing the implementation of the FSW Code of Conduct and advising the Coordinator, Residential Support and Community Standards, on process and case management.

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

Assists the Associate Vice President in the management, prevention, drafting and communication of Community Standards, Academic Integrity, and the Code of Conduct; oversees case management of Community Standards cases, and serves as a Case Administrator; and assists with updates and management of Maxient software.

Oversees the assessment, training, outreach, and resource development related to student behavior and academic integrity at the College.

Leads the Code Review Committee by facilitating discussions, coordinating meetings, and guiding the review and revision process for policies and procedures outlined in the Student Handbook. Regularly assesses existing codes and guidelines to ensure they align with institutional values, legal requirements, and best practices in higher education. Collaborates with students, faculty, staff, and administrators to gather feedback and insights for potential revisions.

Ensures handbook policies comply with federal, state, and institutional regulations, including Title IX, FERPA, and other relevant laws.

Ensures equitable and timely management of all conduct referrals and case outcomes.

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 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 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.

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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.

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 college or university Residence Life and Housing and Conduct/Academic Integrity. An appropriate combination of education and experience may be substituted.

Ability to live on-site in a fully furnished apartment within LightHouse Commons, if required.

Ability to travel to businesses, schools and other community contact locations independently, as requested or needed.

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.

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- 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 2, 2025. Revised: June 1, 2026.