

Residence Life Coordinator Job Description

Texas Tech University - University Student Housing – Residence Life

General Description

University Student Housing at Texas Tech University promotes each student's learning experience by creating safe, supportive learning environments for academic and personal success. University Student Housing is committed to the total development of the resident within an inclusive community through student leadership opportunities, programming, residence hall standards, and supportive learning environments in the residence halls.

The Residence Life Coordinator (RLC), as an educator, works to provide direction for student learning and academic success by managing/co-managing a residence hall and coordinating the administrative, supervisory, and programmatic efforts for an educational area of one to three buildings housing 500 – 1,100 students. As a live-in staff member of University Student Housing, the Residence Life Coordinator is responsible for the development of comfortable living and learning communities that foster academic success. This is achieved by assisting individuals with their personal needs and concerns, supervising student support staff, and advising student leadership groups.

Essential Functions

Essential functions or fundamental job responsibilities for the position of Residence Life Coordinator include having the ability to: (1) travel between assigned areas and other departmental facilities; (2) direct and respond to fire alarms and other emergencies; (3) manage the physical conditions of the residence hall facilities; (4) operate a computer system using various types of software applications; and (5) ascend and descend multiple flights of stairs, especially in cases of emergencies

Basic functions necessary for the position in the area of communications include the ability to: (1) read reports, gather and analyze data and compile information for written reports; (2) prepare written memorandums and documents and compile the numerous forms needed in the daily operation of managing the residence halls; and (3) communicate effectively, both orally and written, with residents, parents, visitors, faculty, supervisors, and staff. Non-essential job responsibilities include having the ability to operate various types of office equipment including computers, calculators, and copiers.

Responsibilities

The Residence Life Coordinator will be responsible for the selection, training, mentoring, supervision and evaluation of 5-22 Community Advisors, and indirect and/or direct supervision of 2-15 Student Assistants (desk staff). Residence Life Coordinators may also advise a complex council, supervise a Graduate Hall Coordinator(s)/Graduate Assistant, and/or a Senior Business Assistant. Residence Life Coordinators may assist in the development and management of living and learning communities that motivate and inspire students to devote more time to educationally purposeful activities. By emphasizing the development of strong communities and student involvement, the Residence Life Coordinator assists in the creation of environments that promote and enhance the opportunities for student learning.

The Residence Life Coordinator is a vital member of the residence hall community and the University Student Housing Staff. The Residence Life Coordinator is expected to work with the Senior Associate Managing Director for Residence Life, the Assistant Directors for Residence Life, and other departmental staff in the development and implementation of management and learning initiatives for the entire Residence Life operation. Collaboration throughout the Department and campus community is vital to the success of this position.

There will be times throughout the year when the Residence Life Coordinator will be expected to work evenings and weekends. Availability during this time will be determined in conjunction with the other Coordinators, Managers, Assistant Directors, and the Senior Associate Managing Director for Residence Life.

Staff Supervision, Selection, Evaluation, and Recognition

- Supervise a variety of paraprofessionals, which may include Community Advisors (CAs), Student Assistants (SAs), Senior Community Advisors (SCAs), and Summer Assistants (when applicable)
- Supervise Graduate Hall Coordinator(s) or Graduate Assistant when applicable
- Supervise one Senior Business Assistant when applicable; facilitate Senior Business Assistant hiring process when necessary
- Facilitate weekly meetings with paraprofessionals, Graduate Hall Coordinator, Housekeeping Lead, Maintenance Lead, and Senior Business Assistant to discuss progress on goals and opportunities for new initiatives, collaborative projects, or committees
- Complete on-going and semester evaluation of paraprofessionals, Graduate Hall Coordinator, and Senior Business Assistant if applicable
- Participate in departmental selection processes for professional and paraprofessional staff
- Support and recognize group and individual achievements

Training and Development

- Participate in campus-wide and area training coordinated by Residence Life, University Student Housing, The Division of Enrollment Management and Student Affairs, and Texas Tech University
- Supervise staff efforts/progress based on formal and informal needs assessment and targeted goals
- Facilitate the departmental competency tool with the Graduate Hall Coordinator and Senior Business Assistant
- Facilitate on-going training and development opportunities for staff and student leaders
- Present a departmental development for Community Advisors once each semester

Academic Support

- Promote student learning throughout the Residence Life program
- Be knowledgeable of resources and refer students to appropriate area; provide assistance and resources to students with higher academic needs
- Work with stakeholders (which could include faculty, staff, and paraprofessionals) to develop integrated living/learning experiences for students in learning communities
- Promote study group formation through paraprofessional staff and community leaders
- Assist Residence Life staff in increasing advising services in halls, particularly during pre-registration periods
- Promote faculty recognition and involvement efforts in the residence halls
- Work with the Division of Enrollment Management and Student Affairs and the Center for Campus Life to identify and implement opportunities for service learning activities
- Assist with one Raider Welcome Week program

- Support the Residence Life tutoring program

Development of Effective Student Groups

- Advise and/or support complex council (when applicable)
- Support and promote student leadership and student groups within the residence halls
- Assist Community Advisors and Senior Community Advisors in developing leadership opportunities in and for their communities
- Coordinate student leadership training for complex council and student leaders
- Work with complex council executive board
- Maintain records of complex council finances
- Opportunity to serve as an advisor in student leadership groups (RHA committees, NRHH, etc.)

Student Conduct

- Utilize the conduct system, Maxient, to process conduct cases
- Consult with Office of Student Conduct and supervisor on more serious cases
- Follow-up with residents regarding incidents and completion of assigned sanctions
- Hold staff and students accountable for their actions and decisions
- Document policy violations

Community Education

- Understand and implement the Residence Life educational curriculum
- Promote community development on floors and throughout the complex
- Assist Community Advisors and Senior Community Advisors in developing floor leadership centered on community accountability and group goals through the use of community standards
- Be actively involved in the resolution of issues and concerns
- Promote participation in University programs and services.
- Promote student achievement and initiatives through nominations for departmental, campus, and national awards.
- Advocate student responsibility for their environment in regards to damage and vandalism
- Work closely with Hospitality Services, the Center for Campus Life, Career Center, Student Counseling Center, Recreational Sports, Raider Assistance Program, faculty members and other departments within University Student Housing and across campus to develop educational experiences and leadership opportunities
- Have educational conversations with staff and community members

Assessment

- Support and administer approved departmental and divisional assessment programs and initiatives
- Be visible on floors throughout the complex talking informally with residents about academic, personal, and community successes, issues, and concerns

- Conduct at least one focus group a year based on information collected from Six-Week Assessment Survey

Administrative Responsibilities

- Supervise daily office operations, including occupancy reports, student moves, and building roster (with assistance of the Senior Business Assistant)
- Maintain and approve staff payroll
- Distribute information
- Work in the office from 9:00am – 4:30pm during the academic year
- Maintain office hours daily for walk-in appointments with students
- Administer hall openings and closings
- Manage budget responsibilities within the position as assigned
- Assist with facility management in renovation planning; communicate work orders, repair and replacement needs, and support maintenance and custodial services
- Respond to parent/faculty concerns; refer difficult cases to supervisor
- Attend meetings as required
- Work with the Manager of Conference Services to complete summer job duties which could include: summer school, orientation and/or conferences
- Perform other duties as assigned

Crisis Intervention/Response

- Work with Texas Tech Police Department, Counseling Center, and other agencies on immediate response to incidents in the residence halls
- Exercise sound judgment and ethics to handle situations appropriately

Departmental Committees

- Serve on 2 departmental committees which could include: Disney Think Tank, Professional Staff Recruitment, Professional Staff Training, Student Staff Recruitment and Training, Recognition, and/or Social Justice Education.
- Serve on divisional and/or University committee(s) (if available)
- Opportunity to serve as a committee chair
- Opportunity to serve on departmental task forces

On-call Responsibilities

- Serve in on-call rotation with other professional staff members
- Be accessible by department provided cell phone 24-hours per day during one week shift
- Remain within city limits
- Substitute for person on-call if necessary

Summer Conference Responsibilities

- Review and coordinate service needs including scheduling and coordinating room assignments
- Communicate with conference clients, housekeeping, hospitality services and other support staff

- Communicate with each camp/conference group the policies and regulations for their group in the residence halls
- Assist each camp/conference in their individual needs within the facility
- Responsible for tracking keys and damages to maintain the integrity of the facility
- Prepare wrap-up report for billing for each camp/conference and submit completed report for billing within 48 hours/2 business days of check-out to Manager of Conference Services
- Coordinate/assign student staff schedules for daily activities as well as check-in and check-outs for conferences
- Work in the office a minimum of eight hours a day five days a week during the summer. Some weekend and evening hours will be expected
- Potentially oversee summer school complex and spearhead various transitional periods
- Other duties as assigned by Manager of Conference Services

Qualifications

A Bachelor's Degree is required and candidates must have previous residence hall staff experience. A Master's Degree is preferred. At least 1-2 years of post-Bachelor's work experience is preferred, but not required. The Residence Life Coordinator position is considered a security sensitive position. Applicants will be subjected to a background check and drug test. All candidates will be required to submit academic transcripts to verify education.

The Residence Life Coordinator must be committed to working within an innovative environment that is focused on the education of individuals and groups of college students within a residential setting through the development of cohesive living and learning communities. The Texas Tech University Student Housing Residence Life program is built on a student learning philosophy supporting student involvement in government, residence hall standards, programming, community development, and supportive learning environments.

Remuneration

The Residence Life Coordinator position is a 12 month appointment with a salary of \$32,550 (the state of Texas has no state income tax) with the opportunity for a merit based increase. Staff members accumulate annual leave in addition to the official holidays acknowledged by the University. Residence Life Coordinators are considered professional University personnel and are expected to work during student vacation periods unless personal accrued leave is taken or an official state holiday has been designated. Additional benefits include participation in the Teacher's Retirement System of Texas, medical and dental insurance programs, and participation in the state agency longevity program. Insurance goes into effect after 60 days of employment. Please refer to the following website for more benefit information: www.ers.state.tx.us.

A furnished, air-conditioned, one bedroom apartment within the assigned residence complex is provided at no expense, including utilities, small kitchen unit, local telephone service, internet access, Caller I.D., Call Waiting and basic cable television. A meal plan is provided to Residence Life Coordinators while the dining halls are in service. Reserved parking is available upon the individual purchase of a campus parking permit. Professional development funds are also available. Tuition for three academic credit hours each semester may be provided with the approval of your supervisor. Enrollment in a degree program must be earned for tuition to be waived.

Affirmative Action & Equal Opportunity (AAEO) Statement

Texas Tech University is committed to the principle that in no aspect of its programs, shall there be differences in the treatment of persons because of race, creed, national origin, age, sex, or disability, and that equal opportunity and access to facilities shall be available to all.