Residence Life Coordinator

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 RLC 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:

- Traveling between assigned areas and other departmental facilities
- Directing and responding to fire alarms and other emergencies
- Managing the physical conditions of the residence hall facilities
- Operating a computer system using various types of software applications
- Ascending and descending multiple flights of stairs, especially in cases of emergencies

Essential functions necessary for the position in the area of communications include:

- Reading reports, gathering and analyzing data, and compiling information for written reports
- Preparing written memorandums and documents and compiling the numerous forms needed in the daily operation of managing the residence halls
- Communicating effectively, both orally and written, with residents, parents, visitors, faculty, and staff

Non-essential job responsibilities include having the ability to operate various types of office equipment including computers, calculators, cash registers, and others.
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

- Supervising a variety of paraprofessionals, which may include Community Advisors (CAs), Student Assistants (SAs), Senior Community Advisors (SCAs), and Summer Assistants, when applicable
- Supervising Graduate Hall Coordinator(s) or Graduate Assistant, when applicable
- Supervising one Senior Business Assistant, when applicable; facilitating Senior Business Assistant hiring process, when applicable
- Facilitating 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
- Completing on-going and semester evaluation of paraprofessionals, Graduate Hall Coordinator, and Senior Business Assistant, when applicable
- Participating in departmental selection processes for professional and paraprofessional staff
- Supporting and recognizing group and individual achievements

Training and Development

- Participating 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
- Supervising staff efforts/progress based on formal and informal needs assessment and targeted goals
- Facilitating the departmental competency tool with the GHC and SBA
- Facilitating on-going training and development opportunities for staff and student leaders
- Presenting departmental development for Community Advisors once each semester
Academic Support

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

Development of Effective Student Groups

- Advising and/or supporting complex council, when applicable
- Supporting and promoting student leadership and student groups within the residence halls
- Assisting Community Advisors and Senior Community Advisors in developing leadership opportunities in and for their communities
- Coordinating student leadership training for complex council and student leaders
- Working with complex council executive board
- Maintaining records of complex council finances
- Opportunity to serve as an advisor in student leadership groups (RHA committees, NRHH, etc.)

Student Conduct

- Utilizing the conduct system, Maxient, to process conduct cases
- Consulting with Office of Student Conduct and supervisor on more serious cases
- Following up with residents regarding incidents and completion of assigned sanctions
- Holding staff and students accountable for their actions and decisions
- Documenting policy violations

Assessment

- Supporting and administering approved departmental and divisional assessment programs and initiatives
- Being visible on floors throughout the complex talking informally with residents about academic, personal, and community successes, issues, and concerns
- Conducting at least one focus group per year based on information collected from Six-Week Assessment Survey
Community Education

- Understanding and implementing the educational curriculum of the department
- Promoting community development on floors and throughout the complex
- Assisting Community Advisors and Senior Community Advisors in developing floor leadership centered on community accountability and group goals through the use of community standards
- Participating actively in the resolution of issues and concerns
- Promoting participation in University programs and services
- Promoting student achievement and initiatives through nominations for departmental, campus, and national awards
- Advocating student responsibility for their environment in regards to damage and vandalism
- Working closely with Hospitality Services, the Center for Campus Life, Student Union and Activities, 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
- Having educational conversations with staff and community members

Administrative Responsibilities

- Supervising daily office operations, including occupancy reports, student moves, and building roster (with assistance of the Senior Business Assistant)
- Maintaining and approving staff payroll
- Distributing information
- Working in the office from 9:00am – 4:30pm during the academic year
- Maintaining office hours daily for walk-in appointments with students
- Administering hall openings and closings
- Managing budget responsibilities within the position as assigned
- Assisting with facility management in renovation planning, communicating work orders and repair and replacement needs, and supporting maintenance and custodial services
- Responding to parent and faculty concerns; referring difficult cases to supervisor
- Attending meetings as required
- Working with the Manager of Conference Services to complete summer job duties, which could include summer school, orientation and/or conferences
- Performing other duties as assigned

Crisis Intervention/Response

- Working with Texas Tech Police Department, Counseling Center, and other agencies on immediate response to incidents in the residence halls
- Exercising sound judgment and ethics to handle situations appropriately
Departmental Committees
• Serving 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.
• Serving 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
• Serving in on-call rotation with other professional staff members
• Being accessible by department provided cell phone 24-hours per day during one week shift
• Remaining within city limits
• Substituting for person on-call if necessary

Summer Conference Responsibilities
• Reviewing and coordinating service needs including scheduling and coordinating room assignments
• Communicating with conference clients, housekeeping, hospitality services, and other support staff
• Communicating with each camp/ conference group the policies and regulations for their group in the residence halls
• Assisting each camp/ conference in their individual needs within the facility
• Tracking keys and damages to maintain the integrity of the facility
• Preparing wrap-up report for billing for each camp/conference and submitting completed report for billing within 48 hours/2 business days of check-out to Manager of Conference Services
• Coordinating/ assigning student staff schedules for daily activities as well as check-in and check-outs for conferences
• Working 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
• Overseeing summer school complex and spearhead various transitional periods, when necessary
• Performing other duties as assigned by Manager of Conference Services

University Student Housing Professional Staff Pet Policy
The type of pet that will be allowed would include what is reasonably consider a "typical" household pet. Staff may have one (1) pet of the following nature:
• One Indoor Cat or
• One Indoor Dog or (No more than 40lbs-Must be considered a “friendly breed”)
• Fish Tank (up to 25 gallons)

The RLC/GHC/GA will be expected to complete TTU Housing Pet Application and pay a partially refundable pet deposit in the amount of $500 before acquiring said pet. Staff members are expected to maintain the health and hygiene of the pet on a daily basis. Pet owners must ensure their pet has been vaccinated for Rabies. Rabies vaccination must be completed within 30 days of acquiring the pet. Additional expectations and policies apply and may be provided upon request.
Qualifications
A Bachelor’s Degree is required and candidates must have previous experience working in a residence hall. 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
In accordance with the new Fair Labor Standards Act, The Residence Life Coordinator position is a 12 month non-exempt appointment with an hourly rate of $15.65/hour (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.

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University Student Housing Professional Staff Partner Policy

A valid marriage license must be presented by the official position start date to the Manager of Recruitment and Staff Orientation.

Affirmative Action & Equal Opportunity (AAEO) Statement

It is the policy of Texas Tech University to strive to maintain an educational and work environment free from impermissible discrimination. In addition to Texas Tech University’s policy against discrimination on the basis of race, color, religion, sex, national origin, age, disability, protected veteran status, genetic information, or refusal to submit to a genetic test, it is the policy of Texas Tech University that no person shall be subject to discrimination on the basis of sexual orientation or gender identity with regard to admission, employment, or use of the programs, facilities, or services of Texas Tech University.