



## Job Description

**JOB TITLE:** Supervisor, Residence Housing

**PAY GRADE:** CS 15

**LAST REVISED:** May 2014

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general direction of the Dean, Student Services, manage all aspects for the District's Residence Life Program including both student development and operations components. Employ a student-centered approach to provide a safe and quality living environment to a diverse student population. Supervise, assign, review, and participate in the work of staff responsible for the Residence Life program that includes student housing, activities, advising and resident conferences.

**REPRESENTATIVE DUTIES** - *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Administers the overall Residential Life Program, including both student development and operations components, in residence halls.
2. Responsible for planning, prioritizing, assigning and supervising, the work of staff responsible for the District's Residence Life program that include student housing, activities, advising and resident conferences.
3. Serves as property manager and landlord for District student housing; negotiates and oversees all lease agreements and vendor contracts.
4. Develops and administers residence life policies and procedures.
5. Recruits, selects, and trains Resident Assistants; monitor work performance for accuracy and completeness in accordance with Department and College goals and objectives; ensure compliance of staff with established Residential Life policies and procedures.
6. Develops goals and objectives as well as policies and procedures; initiates and implements changes and improvements to existing standards, policies and procedures; implements adopted policies and procedures; monitors work activities to ensure compliance with established policies and procedures.
7. Selects, trains, motivates and evaluates assigned staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.
8. Administers the residence life program budget; approves expenditures and recommend fee structure adjustments as necessary.
9. Engages in long range planning activities regarding student housing; researches industry trends, patterns in student interest, cost-of-service, and other areas related to the development and administration of student housing.

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Assesses facility, fixture and furnishings conditions and maintenance needs; plans and coordinates replacement and repair schedules to meet short and long-range department facility and equipment needs.

10. Oversees the collection of residence hall applications and fee payment contracts; supervises accounting for fee payment schedules.
11. Develops, promotes and coordinates conferences for the residence hall.
12. Enforces residence hall rules and regulations; reviews and investigates reports of student misconduct, initiating disciplinary action as warranted; mediates student conflicts and assists in developing processes for problem/conflict resolution; evaluates student academic and behavioral progress, coordinating disciplinary and corrective processes with other managers as needed.
13. Assures student security in the residence center at all times; issues and maintains security of keys and lock systems as well as security cameras.
14. Serves as a resource to students for off-campus housing options; assembles an inventory of potential housing referrals; conducts cost-benefit research of potential District-sponsored housing
15. Works collaboratively with other Departments, individuals or agencies to address issues of mental health, financial literacy, crimes, potential homelessness.
16. Develops forums and processes for student residents to address concerns and improve program service delivery.
17. Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of college residence life; incorporates new developments as appropriate into programs.
18. Performs related duties as required.

**QUALIFICATIONS** - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

Facilities operations  
Services and activities of a college residence life program.  
Principles and practices associated with student development.  
Laws and regulations relative to student residence hall housing.  
Student educational programming.  
Principles of supervision, training, and performance evaluation.  
Basic principles and practices of budget preparation and administration.  
Principles and procedures of record keeping.  
Principles of business letter writing and basic report preparation.  
Modern office procedures, methods, and equipment including computers.  
Computer applications such as word processing, spreadsheets, and statistical databases.  
English usage, spelling, grammar, and punctuation.  
Pertinent federal, state, and local laws, codes, and regulations.

**Ability to:**

Coordinate and direct college residence life programs.  
Supervise, organize and review the work of assigned staff involved in administering residence life programs.  
Select, train and evaluate staff.

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Recommend and implement goals, objectives, policies and procedures for providing student residence hall housing.

Understand the organization and operation of the District as necessary to assume assigned responsibilities.

Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.

Prepare clear and concise reports.

Participate in the preparation and administration of assigned budgets.

Apply collaborative decision-making processes.

Evaluate and solve administrative student relations problems and independently take corrective actions.

Plan and organize work to meet changing priorities and deadlines.

Effectively represent the District to outside individuals and agencies to accomplish the goals and objectives of the unit.

Work cooperatively with other departments, District staff and outside agencies.

Respond tactfully, clearly, concisely and appropriately to inquiries from the public, District staff or other agencies on sensitive issues in area of responsibility.

Demonstrate an awareness and appreciation of the cultural diversity of the District.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

A Bachelor's degree from an accredited college or university with major course work in education, psychology, business or a related field.

**Experience:**

One to three years of professional experience in a student housing program.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT** - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.