

JOB TITLE: Manager, Residence Life, Housing & Conduct

PAY GRADE: Classified Supervisory (CS)18

LAST REVISED: June 2025

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. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.

Summary Description

The State of California's Affordable Student Housing grant program was instrumental in facilitating a significant expansion of Sierra's student housing capacity, effectively tripling our housing availability. This transformational initiative addresses the pressing need for affordable housing among students, providing a supportive and conducive living environment. The grant's impact extends beyond mere expansion, fostering a vibrant campus community that enhances the overall student experience and promotes academic success.

Under the general direction of the Dean of Student Services, the Manager of Residence Life, Housing & Conduct oversees all aspects for the District's Residence Life, Housing, and Conduct program including both student development and operations components. Areas of responsibilities include, but are not limited to, fiscal oversight; marketing; programming and student development; student support; enforcement of policies and supervision of employees. The responsibilities of the Manager of Residence Life, Housing & Conduct require a combination of managerial and interpersonal skills aimed at supporting the housing staff and residents while running a fiscally efficient operation.

Residence Life, Housing & Conduct is committed to the total development of the student within an inclusive community through restorative practices, community standards, community development, intentional conversations, and encouraging personal growth and academic success. The Manager of Residence Life, Housing & Conduct must collaborate with internal staff and external campus partners and vendors, employ a student-centered approach to provide a safe and quality living environment to a diverse student population. This position will directly supervise two full-time professional staff (Supervisors).

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. The Manager of Residence Life, Housing & Conduct must demonstrate a profound understanding of successfully supporting individuals with varying and diverse backgrounds, including persons with disabilities, various gender identities and sexual orientations, individuals from historically underrepresented communities, and other groups. The Manager of Residence Life, Housing & Conduct will effectively ensure the district develops and provides strategies for justice-impacted student success, as well as proactive, student-centered practices and policies committed to eliminating equity gaps.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Duties include day-to-day oversight of Residence Life, Housing & Conduct.
- Supervises various levels of staff members, both professional and student staff.
- Hiring, training and evaluating staff; including correcting deficiencies; implements discipline procedures.

- 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.
- Engages in long range planning activities regarding student housing; research industry trends, patterns in student interest, cost of service, and other areas related to the development of student housing, including affordable student housing.
- Takes part in national, statewide, or local professional development meetings and conferences to stay up to date on market trends and development changes as needed for residence life.

Residence Life:

- Guides the development and execution of residential life program student programming within the residential community.
- Provides leadership and oversight to the residence halls, including the direct supervision, training, recruitment, hiring, and evaluation of two full-time professional staff and indirect supervision of all live-in resident assistants.
- Recruit, hire, train, supervise, evaluate, and provide leadership to the full-time supervisors.
- Develops and administers residence life policies and procedures
- Works collaboratively with other Departments, individuals or agencies to address issues of mental health, financial literacy, crimes, and potential homelessness
- Works in partnership with Community Safety to ensure the safety of the community.

Housing Operations:

- Serves as the property manager and landlord for District student housing; negotiates and oversees all lease agreements and vendor contracts.
- Oversees occupancy management strategy for the department.
- Develops and administers housing processes and procedures.
- Oversees the Housing Accommodation process

Conduct, Community Standards & On-call Response:

- Serves as departmental lead responsible for the administration of the student conduct process for residents within the residence halls (i.e. manuals, training, ongoing review, etc.).
- In collaboration with the Dean of Student Life, CARE team, Community Safety, and other departments on campus, develop and leads effort regarding the Standards of Student Conduct, support for referred and impacted students, and coordinated care of resources for students.
- Serves as a housing conduct officer; reviews and investigates reports of mid-to-high-level student misconduct, initiating disciplinary action as warranted.
- Serves as an appeals officer for cases heard by the supervisors.
- Develops, implements, and reviews annually, education sanctions to promote restorative justice, education, and community development.
- Enforces residence hall rules and regulations; 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.
- Coordinates the Student Conduct database (Maxient) for Housing conduct cases.

Facilities and Maintenance:

- Ensures execution of daily facilities maintenance, preventative maintenance plan, grounds, and custodial.
- 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 need within the residence hall.
- Identifies vendors and negotiate contracts for services provided.

- Oversee the annual turn of units between contracts including communication with vendors, housing and contract maintenance staff, and walking units for final preparation prior to student move in.
- Works directly with maintenance staff to ensure completion of work orders in a timely manner.

Marketing and Communication:

- Directly coordinates marketing initiatives, which includes the development and execution of a marketing plan and timeline aligns with occupancy timelines.
- Participates in various recruitment events to market the Residence Life experience to prospective residents and students.

Budgetary Operations:

- Provides fiscal oversight by managing the operating and capital budgets which includes developing annual budget proposals, presenting budgets to the institution for approval.
- Ensures all expenditures fall within budget expectations.
- Plans for unexpected expenses.
- Tracks and approves expenditures accounts payable functions.

Other Duties:

- Requires a regular workday with additional responsibilities in the evenings and weekends as needed.
- Participates in professional staff on-call rotation, including after-hours emergency response.
- Other duties as assigned.

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

Experience: Three to five years of professional experience in a student housing program.

Education/Training: A Bachelor's degree from an accredited college or university.

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.