

Job Template: Residence Hall Director

Occupational Group	Student Programs/Services
Job Family	Residential Life
Job Path	Residence Hall Director
Job Title	Residence Hall Director
Job Category: P	Job Level: 3
FLSA Status: E	Job Code: L31000

P3: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under limited supervision.

→ *Context of Decisions*

- Utilizes general departmental guidelines to develop resolutions outside the standard practice.

→ *Job Controls*

- Possesses considerable freedom from technical and administrative oversight while the work is in progress.
- Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
- Serves as the advanced resource to whom more junior employees go to for technical guidance.

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COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
- Issues are regularly varied.
- Problems tend to be technical or programmatic in nature.

→ *Course of Resolution*

- Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

→ *Measure of Creativity*

- Issues are solvable through deep technical know-how and imaginative workarounds.
- Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

SCOPE AND MEASURABLE EFFECT

- Actions regularly affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
- May be designated to guide or organize the work of several employees within the unit.

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GENERAL SUMMARY

Responsible for fostering and encouraging the health, safety, and well-being of residential students. Administers educational student programs and provides resource information to a designated community.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under the limited supervision of a supervisor. Oversees and trains live-in student Resident Assistants and Assistant Resident Hall Directors.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Resolves day-to-day issues related to student safety and well-being.
- Assists in planning, developing, and implementing workshop programs, educational programs, meetings, and training seminars.
- Reviews program and student data and prepares reports to aid in evaluating program effectiveness. Recommends changes or improvements.
- Responds to inquiries from students and guardians to explain program policies, procedures, and requirements, making referrals as appropriate.
- Responds to emergencies regarding students and/or residential facilities by following Residential Life and University protocols.
- Assists in the recruitment of students or participants for programs and events. Implements recruiting and promotional strategies and works with target population to develop an applicant pool consistent with program goals and objectives, in assigned area of responsibility.
- Oversees undergraduate and graduate student employees and staff.
- Administers departmental processes and procedures and maintains accurate records.
- Performs related work as required.

MINIMUM QUALIFICATIONS

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- Master's degree in related field.
- Two years of residence hall experience.

OR

- Bachelor's degree in a related field.
- Three or more years of professional residence hall experience.

COMPETENCIES

Knowledge of:

- Career development industry
- Financial reporting structures
- Theories and practices of college student development
- Training and facilitation principles and practices
- Microsoft Office and housing related software applications

Skill in:

- Troubleshooting
- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Provide advice to program participants
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Interpret educational records and related information
- Perform and coordinate administrative functions
- Plan and implement events and workshops
- Manage records, organize data, and prepare reports
- Maintain the confidentiality of information and professional boundaries

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- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management