

Position Description

Position: Director, Housing Operations	Position Number:
Department/Site: Student Services	FLSA: Exempt
Evaluated by: VPSS	Salary Grade: 125

Summary

Under the direction of the Vice President of Student Services, this position provides leadership, administration, supervision, and coordination of the District's on-campus student housing. Ensures that facilities are maintained, safe, and provide access to a diverse student population.

Essential Duties and Responsibilities

Program Leadership

- Develops department and program goals and objectives. Prepares and presents recommendations on facilities, staffing, and other needs that will enhance departmental program and financial performance, and student life in the residence halls.
- Assists residents in their adjustment to roommate and community living.
- Provides overall direction for the operational functions of two (2) residence halls.
- Directly supervises students who serve as Resident Assistants in Institute-owned resident halls.
- Recruit, select, train and evaluate Resident Assistants and monitor work performance for accuracy and completeness in accordance with department and Institutional goals and objectives while ensuring compliance of staff with established Campus Life policies and procedures.
- Serves as support resource for staff and students in dealing with specific residence hall concerns including roommate conflicts, personal and emotional challenges, diversity-and-identity-related issues, and other developmental concerns.
- Works to be cognizant of the special needs and concerns of minority students and initiate programming and other efforts in the halls to address these needs and concerns.
- Shares rotating on-call responsibilities with the student engagement team to provide support for responses to after hour resident and facility issues. This includes nights and weekends.
- Determines long range planning activities that involves student residence. Conducts research of industry trends, patterns in student interest, cost-of-service, and other topics supporting development and administration of student housing.
- Conducts education for, and serves as an advocate supporting Title IX, prevention of sexual misconduct, and affirmative consent. Conducts education on student rights and responsibilities. May serve on the District's Title IX team.
- 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.
- Ensures that maintenance needs are identified, logged, and prioritized. Arranges for

urgent repairs through internal maintenance staff and external resources. Plans and supervises remodel, updating, and maintenance projects.

- Receives, reviews and approves residence hall applications and fee payment contracts.
- Oversees and monitors the work of department staff. Interprets, applies and communicates rules, regulations, District policies, procedures and collective bargaining agreements.
- Ensures proper handling and storage of student and business records.
- Develops and administers residence policies and procedures.

Campus Housing Student Activities

- Initiates, supervises, and coordinates campus housing program student activities. Monitors student conduct, maintaining order, enforcing rules and regulations established for maintaining safety and security. Advises students on appropriate conduct.
- Designs and implements experiences that enhance the social educational, community and personal development of residents. Manages daily campus housing operations.
- Exhibits and demonstrates integrity and professional ethics in all situations and circumstances. Ensures students are trained in all community guidelines for on-campus living and College policies and procedures.
- 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.
- Develops, plans, and supervises the student resident advisors. Interviews, selects, and trains resident student advisors.
- Initiates, schedules, and coordinates social, recreational, and cultural activities for resident students.
- Develops forums and processes for student residents to input and address concerns and improve program service delivery.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

The position requires specialized knowledge of the principles and practices associated with student life and behavior. Skilled in working with staff and students from diverse cultures, backgrounds, and life experiences. Requires working knowledge of the principles and techniques for effective supervision and training. Requires in-depth knowledge of the laws and regulations relative to student residence hall housing and student activities, student behavior, supervision, safety practices. Requires a working knowledge of student educational programming. Requires sufficient knowledge of microcomputers, common office productivity software, accounting, and student data management systems to enter and extract data and prepare reports and complex analysis. Requires well-developed human relations skills to make presentations, facilitate group discussion, conduct performance reviews, and mediate conflict. Requires advanced language and writing skills to prepare program plans, policies, reports and professional correspondence for internal and external communications.

- **Abilities**

Requires the ability to independently carry out the objectives and essential functions of the position. Ability to sustain a welcoming and safe environment that is conducive to the social and academic development of all students. Ability to maintain confidentiality. Must be able to hire, schedule, train, prioritize, and supervise the work of support staff in clerical, trades, and service occupations in a manner that optimizes staff performance. Requires the ability to apply collaborative decision-making processes. Requires the ability to interpret, implement, and communicate laws, regulations, policies and procedures, and collective bargaining agreements. Requires the ability to conduct due-process proceedings. Requires the ability to conduct financial studies, revenue planning, develop and monitor budgets. Requires the ability to evaluate and solve administrative student relations problems and independently take corrective actions. Must be able to establish harmonious and positive relationships with a diverse population of District staff, students, and the public.

- **Physical Abilities**

Requires the ability to function indoors in an office environment engaged in work of a sedentary to somewhat physically active nature. Requires ambulatory ability to move to different work locations and to bend, stoop, climb, and reach to perform inspections of student living and public access areas. Requires arm, hand, and finger dexterity to operate common office equipment including computer keyboard. May require the ability to lift objects up to 40 pounds on an infrequent basis. Requires visual acuity to observe student activity, the work of others, and read written materials. Requires auditory ability to carry on conversations in person and over the phone.

- **Education and Experience**

The position requires a Bachelor's degree in education, business, psychology, coaching, health, or other discipline that would enable performance of the job, Master's degree is preferred, plus 1-2 years of professional experience in support of a student housing program.

- **Licenses and Certificates**

Requires a valid driver's license.

- **Working Conditions**

Work is performed indoors and outdoors where there is minimal, yet some exposure to accident or injury due to proximity of moving objects. **Requires on-campus residence.**