



DATE ISSUED: 04/16
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Associate Director for Residence Life

JOB SUMMARY

The Associate Director for Residence Life is a full time, twelve month, professional staff position in the Department of University Housing & Residence Life with direct responsibility for administrative responsibilities and management of the residence life component of a comprehensive housing program comprising 2000+ student beds. Position responsibilities include, but are not limited to, management and supervision of the residence life and Club house staff members, residential student conduct process, summer conferences, and the day-to-day residential functions of the department. Serves as second in command in the absence of the Director. Work is performed under general supervision and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director of University Housing & Residence Life

Supervises: Residence Directors and the Family Services Coordinator with oversight supervision of the Student Managers, Resident Assistants, Classroom Coordinators, Classroom Leaders, Summer Conference Assistants and Student Assistants.

ESSENTIAL DUTIES - May include, but not limited to the following:

- Directs supervision, training, and evaluation of the Residence Directors and the Family Services Coordinator with oversight supervision of the Student Managers, Resident Assistants, Classroom Coordinators, Classroom Leaders, Summer Conference Assistants, and Student Assistants. The Associate Director for Residence Life is responsible for the staff development of the employees assigned to her/his area of responsibility and should plan weekly staff meetings as well as frequent individual meetings with each member of her/his team.

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- Responsible for providing mid-level management in coordination of the residential operations of University Housing.
- Assists in the development of comprehensive training programs for professional and paraprofessional staff.
- Oversees the recruitment and selection processes for student and professional staff.
- Serves as the human resource agent for the department which includes:
 - Listing and advertising positions with Student Employment or Human Resources (as applicable).
 - Attends various Placement Exchanges as authorized by the Director of University Housing & Residence Life.
 - Coordinates the interview process.
 - Sends appropriate correspondence to candidates.
 - Processes employment paperwork for new hires.
 - Coordinates staff training workshops and in-service training.
 - Coordinates the staff evaluation process, including exit interviews with staff.
 - Coordinates the mediation and appeals process.
 - Coordinates the departmental employment and payroll process.
 - Promotes quality service and a customer service attitude among all staff.
- Provides direction for the ongoing integration of community development programs in the halls.
 - Fosters a commitment with staff to facilitate community development in the halls.
- Works collaboratively with the Housing Information Coordinator and other colleagues, assist with implementation and analysis of departmental and University assessment initiatives including, but not limited to written, on-line, and telephone surveys, focus groups, and benchmarking reports. Responsible for implementation and analysis of the annual departmental EBI survey.
- Coordinates implementation of the student leadership seminar for Resident Assistants. Teaches a section of the leadership class as requested.
- Participates in annual department budget meetings. Assists the Director of University Housing & Residence Life in developing and implementing long and short-term plans for renovations and refurbishment of existing and acquired new buildings.
- Maintains and updates the Resident Assistant Handbook and the Student Staff Handbook.
- Coordinates the departmental committee process and serve on University, divisional, and departmental committees.
- Provides oversight responsibility, leadership and supervision to the University Housing Summer Conference Program.
- Assists with Summer Orientation sessions, Open Houses, and other recruitment initiatives and give presentations as requested.
- Serves on the back-up professional staff 24-hours per day duty rotation for University Housing responding to and documenting emergency situations while initiating communication and appropriate action in an effort to resolve the emergency, while working in concert with other University staff including, but not limited to: Public Safety, Counseling, Health Services, Student Life, etc.
- Maintains availability on all opening and closing weekends, as well as final exam weeks, for the fall, spring, and summer semesters, and assist staff with coordination and

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implementation of the resident check-in and check-out processes. Enhance public relations by representing the Department of University Housing & Residence Life and TWU by interacting with and responding promptly to students, parents, and guests of the University.

- Serves as the primary residential University Conduct Officer within the University judicial process.
- Interprets, supports, and enforces University policies, procedures, and regulations. Serves as a resource and provide personal counseling advisement for residents and/or referral service as appropriate. Mediates student conflicts as requested. Be sensitive to the individual needs and concerns of the students.
- Recruits and selects the conduct review board composed of students, faculty and staff.
- Provides training for the conduct review board and staff regarding the student conduct process.
- Interprets law, rules, policies, and procedures, and apply these interpretations to specific non-routine situations.
- Advances the philosophy of multiculturalism and actively promotes diversity within all components of University Housing & Residence Life.
- Collaborates with Student Life and University colleagues regarding development and implementation of student leadership and programmatic initiatives, along with special events (i.e., Graduation, etc.).
- Attends, participates in, and provides support to all training, in-services, staff retreats, departmental or supervisor staff meetings, and/or University committees or Task Forces as requested.
- Attends professional conferences and workshop in conjunction with supervisor initiated professional development and/or project assignments.
- Responsible for the day-to-day operation of the Department of University Housing & Residence Life in the absence of the Director.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Serves on departmental and university committees.
- Performs other duties as requested.

EDUCATION

Master's degree in student personnel, higher education, education, counseling or a related field is required.

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EXPERIENCE

Five years of full-time professional experience in Residence Life/University Housing with experience at the Assistant Director level or above, preferably at a mid-sized University. Proven management, organizational, administrative skills, and a commitment to diversity are required.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Knowledge of current organizational behavior and student development theories and practices relative to the residence hall operation.
- Understanding of university priorities, policies, and procedures.
- Ability to plan, direct, and evaluate a complex operation, using human resources, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.
- Ability to plan, execute, and evaluate activities to reach long and short term goals of the department and the university.
- Effective organizational and time management skills.
- Ability to personally evaluate multilevel residence hall facilities which includes walking stairs and visually inspecting buildings.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
- Ability to apply budgetary and fiscal planning techniques within financial constraints.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to communicate effectively -orally, by phone, in person, and in writing.
- Ability to respond to emergency situations in a timely manner.
- Ability to work in the evening, weekend and some holiday responsibilities.
- Ability to use a personal computer and other office equipment including university software and email.

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PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex,

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sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.