



TEXAS WOMAN'S
UNIVERSITY™

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

JOB DESCRIPTION

TITLE

Assistant Director, Residence Education

JOB SUMMARY

The Assistant Director for Residence Education position has direct responsibility for management of the residential student development, advising Residence Hall Association, departmental training, and staff onboarding programs at TWU encompassing an overall housing program comprising 2000+ students. Position responsibilities include, but are not limited to, oversight and management of the residential academic learning communities and first year experience, development of initiatives that support and enhance student learning and academic success and advising Residence Hall Association. 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: Living Learning Communities Coordinator, 4+ Student Assistants

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

- Promotes quality service by providing customer service training and support to ensure that all Housing staff serving the public provides outstanding service and exhibit a customer service attitude.
- Provides leadership and serving as the point person for special University Housing & Residence Life projects and initiatives including, but not limited to, training and onboarding of new staff, residential curriculum, etc.
- Oversight of an ongoing training program for University Housing & Residence Life involving students, faculty and staff.
- Coordinates an onboarding program for University Housing & Residence Life involving new professional staff.
- Serves as a liaison with the Academic and Student Life departments to facilitate a

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cooperative working relationship, encouraging joint sponsorship of programs whenever applicable.

- Works directly with Academic and Student Life departments to refine existing programs and develop new programs.
- Coordinates the LLC sections of University 1231 classes, working in conjunction with Academic Affairs.
- Facilitates implementation of various University Scholarship programs.
- Facilitates coordination of a residential curriculum program for University Housing & Residence Life.
- Works in conjunction with the Housing Information Coordinator, oversees the University Housing & Residence Life related Summer Orientation sessions, Open Houses, and other recruitment initiatives in position area.
- Supervises the coordination, implementation and expansion of residential living learning community program.
- Directs and supervises, trains, and evaluates the Living Learning Communities Coordinator, and student assistant staff.
- Assists the Living Learning Communities Coordinator with coordination of the student leadership seminar for Peer Advisors.
- Establishes, measures, and interprets outcomes related to learning community goals using various sampling methods and national benchmarking data.
- Directs the recruitment and registration program for the living learning community program working closely with colleagues regarding class registration and room assignments.
- Manages the living learning community budget and participates in annual budget meetings.
- Works in conjunction with the Assistant Director, Housing Administrative Services for learning community resident assignment process.
- Assists with departmental assessment initiatives as requested.
- Facilitates the early class registration process for Residence Life Student Staff.
- Serves as the primary Advisor for the Residence Hall Association.
- Coordinates leadership training programs each semester for interested students and residence hall student organizations, such as the Residence Hall Association and the individual community council governments.
- Establishes presence within SWACURH region as advisor of Residence Hall Association by attending regional conferences and national when possible.
- Develops and implements comprehensive leadership development plan for Residence Hall Association Officers.
- Facilitates collaboration with Campus Activities Board and other Division of Student Life organizations for Residence Hall Association to provide large scale programming for residential students.
- Provides leadership to the Community Council advisors, and other residential student organizations.
- Collaborates with Student Life and University colleagues regarding development and implementation of student leadership and programmatic initiatives, along with special events.

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- Writes articles for publication in the departmental newsletters and researches and writes grant proposals.
- Assists with departmental and university fundraising initiatives.
- Serves on the back-up professional staff 24-hours per day duty rotation for University Housing & Residence Life 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 implementation of the resident check-in and check-out processes.
- Enhances 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. Represents University Housing & Residence Life at Orientation Sessions, Open Houses, and other Admissions recruitment & retention initiatives.
- Interprets, supports, and enforces University policies, procedures, and regulations.
- Serves as a resource and provides personal counseling advisement for residents and/or referral service as appropriate.
- Mediates student conflicts as requested and is sensitive to the individual needs and concerns of the students.
- Advances the philosophy of multiculturalism and actively promotes diversity within all components of University Housing & Residence Life.
- 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 as recommended by the supervisor for professional development and/or project assignments.
- 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.

EXPERIENCE

Minimum of five years of progressively responsible experience in Residence Life/University Housing with experience emphasis in staff supervision, facilitation of student activities, student conduct, and involvement with student leadership.

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.

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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, 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.