

# Residence Life Coordinator

Department of Housing and Residence Life

## *Job Description*

### **General Description/Primary Purpose**

The Residence Life Coordinator (RLC) is a full-time, 12-month, live-in professional staff member. RLCs work to foster a residential environment focused on our learning goals: Adulting and Life Skills, Campus and Community Connections, Health Relationships, and Academic and Career Exploration.

### **Position Overview**

Responsible for the overall management of a residential area of approximately 430-1000 residents, 7 - 20 Resident Assistants, and may supervise a graduate student, Assistant Residence Life Coordinator (ARLC). RLCs assess, plan, implement, and evaluate intentional learning opportunities in their area to meet the developmental needs and learning objectives of students and staff. RLCs are expected to have direct contact with residents, manage care and concern cases for residents, provide support to Living-Learning Communities (LLCs) where applicable, and through routine daily interactions.

### **Areas of responsibilities include:**

#### **Community Leadership**

The Coordinator serves as the primary educator for their communities. In promoting a learning environment with a sense of community, the Coordinator is expected to:

- Establish educational strategies using a residential curriculum that focuses on student learning and connecting residents to each other in meaningful ways
- Coordinate the purchase, pick up, and delivery of supplies for community development activities
- Encourage staff to interact with students and provide community-building activities regularly
- Keep appropriate Senior/Professional staff informed of conduct issues in your housing area
- Process incident reports for your community regularly and adjudicate residential conduct cases
- Create an environment that promotes a sense of belonging for all UNF students.

#### **Supervision**

The Coordinator is responsible for the supervision of staff in their assigned area(s). In this role the Coordinator is expected to:

- Assist in the recruitment and selection of student staff members
- Supervise, train, and evaluate staff in assigned area
- Hold one-on-one and weekly staff meetings with student staff
- Provide written expectations for staff members
- Document inappropriate behavior (utilizing agreed upon corrective action) and provide constructive feedback in a timely manner
- Direct and supervise staff in consistently enforcing both University as well as Housing and Residence Life policies

#### **Student Engagement**

The Coordinator is expected to establish a positive rapport with residents to provide individual advisement as needed. In this role, the Coordinator is expected to:

- Maintain a high level of visibility and interaction with residents in their community
- Act as a role model for students through positive actions and interactions
- Be available and visible to students during office hours, programs, and meetings
- Identify, assist, and provide follow up to students who have personal, academic, health, or other concerns
- Be aware of, and sensitive to, the needs of all UNF students
- Develop positive relationships with students in their areas
- Demonstrate knowledge of campus and community resources
- Provide initial and follow-up support to students in crisis
- Respond to situations in a timely fashion and provide written documentation and follow-up, as necessary

#### **Administrative Duties**

The Coordinator is responsible for maintaining efficient and effective residence hall(s). In doing so, the Coordinator is expected to:

- Participate in the on-call duty rotation with other staff during office hours, evenings, weekends, holidays, and semester breaks
- Complete paperwork in an accurate, thorough, and timely manner
- Regularly review and administer forms as needed in various electronic platforms
- Be reliable and dependable in accomplishing assigned tasks and commitments on time
- Organize work responsibilities, while anticipating problems, setting priorities, and follow up
- Assist Operations and Accounting team with administrative duties such as student damage charges, room condition forms, and maintaining appropriate records and files, etc.
- Track budget expenditures and turn in receipts

### **Facility Management**

The Coordinator is responsible for overseeing the management of their facilities. In this role, the Coordinator is expected to:

- Be responsive to student facility concerns and follow-up to see that concerns are addressed in a timely manner
- Keep supervisor informed, in a timely manner, of facility issues
- Work with the Housing and Residence Life staff to identify facility issues and follow-up to see that such issues are resolved, including ongoing communication with the Facilities supervisors
- Report problems with vendors to address ongoing concerns and ensure optimal service
- Touch base regularly with Facilities, Maintenance, and Custodial Supervisors concerning facility-related issues
- Initiate and support special projects, such as recycling efforts, health and safety inspections, fire safety/evacuation drills, etc.

### **Campus Security and Emergency Personnel Responsibilities**

The Coordinator is responsible for emergency needs primarily for the residential communities. In this role, the Coordinator is expected to:

- Serve as a Campus Security Authority (CSA). This position has been designated as a CSA because it involves significant responsibility for student and campus activities and/or responsibility for campus security. As such, any person in this position must report to the University Police Department a crime or an incident that might be a crime that they become aware of. A CSA's responsibility is a duty to report
- This position is a mandatory reporter for alleged discrimination and harassment (and other parts of Title IX regulations) or violations of University policy
- Perform specific job-related duties at a designated on or off campus location or place of residence during declared campus emergencies
- Be a Tier 2 respondent for designated campus emergencies and events. In the event of a declared campus emergency, the position incumbent will make every effort to return to campus when directed
- May be asked to assist with preparations for natural disasters including, but not limited to: hurricanes, tornadoes, droughts, floods, etc. If residents are moved to shelters, on or off-campus, Coordinators may be asked to assist at these shelters

### **Marginal Functions:**

- May serve on a variety of University of North Florida committees representing the interests of the department and the division; may travel to professional conferences; provides support to functions of the department which have university wide significance.

### **Departmental Requirements:**

This is a live-in position and as such requires the Coordinator to live on campus in an apartment provided by the department and to adhere to the policies established for the full-time Residence Life Coordinator Staff. There are evening, weekend, and holiday responsibilities including, but not limited to, participation at meetings, programs, university events, and on-call duty rotation. The position of Coordinator requires the ability to review written documents, manuals, journals, and publications; operate office equipment including printer/duplicating equipment as well as being able to assist others in doing so.

- Requires abilities sufficient to monitor and inspect Housing facilities, respond to emergencies, recognize fire alarms, recognize facial features for security purposes, and inspect Housing facilities for safety violations, structural integrity, cleanliness and suitability for habitation.
- Must have the ability to identify potential safety hazards such as obstructed stairwells, missing smoke detectors, and fire extinguishers, loose railings, cracked sidewalks and landings, and to be able to monitor adherence to rules and policies as published in The Residence Handbook.

- Must have sufficient abilities to provide clear instructions and directions in emergency situations where rapid and clear communication is essential. In addition, must be able to provide clear and comprehensible communication as related to staff selection, training, and supervision, interaction with parents, students, faculty, staff and other community members in person, in writing, via radio, on the telephone, and in enforcing rules, regulations, and safety functions.
- Have a passion for working with a growing student population, committed to student learning and development, and strong critical thinking and problem-solving skills.
- Positive, creative, self-motivated, and hardworking individual that demonstrates initiative the ability to work autonomously as well as part of a team and maintains a positive attitude in an environment requiring superior customer service aligned with the University's mission and values.
- Must be able to ascend stairways to gain access to 2nd and 3rd story apartments (no elevator available), ascend narrow spiral stairways to gain access to loft bedroom units.
- Must abide by university policies, state and federal laws
- Assist the department in its goal of increasing academic and community connections.
- Expected to follow established business practices, and to be efficient and effective in the allocation and use of resources.
- Encouraged to be actively engaged in professional associations through conference attendance, program presentation, holding office, and/or writing for publication.
- Additional professional commitments including but not limited to non-departmental committees, academic studies, association involvement, and externships must be approved by the Coordinator's direct supervisor.
- From May to August, Coordinators are expected to provide oversight to conferences, camps, summer school, continued committee work, and/or departmental summer projects.
- Expected to be available to work non-traditional hours during residential area openings, closings, and university breaks (if applicable)
- RLCs are expected to serve on Departmental, Divisional, and University committees as needed as well as support departmental initiatives
- Appropriate means of transportation for on-call to respond timely (buildings up to two [2] miles apart)
- Throughout the year, staff will be called to duties based on the community's needs that may not be outlined in a job description. Other duties will be assigned as needed.

#### **Supervision Exercised:**

The Coordinator supervises student staff which may include; Resident Assistants, Desk Assistants, and Summer Conference Assistants.

#### **Supervision Received:**

General supervision. The incumbent develops procedures for performing a variety of complex duties within established guidelines; has considerable freedom while the work is in process and receives instructions on new assignments.

#### **Monetary Responsibility:**

The Coordinator manages as assigned budget allocated by the Assistant Vice President of Housing & Residence Life or their designee.

#### **Policy-making and/or Interpretation:**

The Coordinator interprets and enforces policy in matters related to functional tasks. The Coordinator, as part of the professional staff team in Housing & Residence Life, shares in policy decisions and interpretations, particularly those related to Housing & Residence Life.

#### **Program Direction and Development:**

The Coordinator is responsible for the day-to-day management of their assigned housing areas including the direction of programming, policy enforcement, staffing and student issues. Also, the Coordinator will assist the department in the development of the Residence Life programs, procedures and policies.

#### **Statement of Responsibility for Confidential Data:**

The Coordinator has access to confidential student, academic and disciplinary records.

**Qualifications**

- A Master's degree from a regionally accredited college or university in a directly related area of specialization; or a Bachelor's degree from a regionally accredited college or university and two (2) years of experience directly related to the job functions
- Preference will be given to candidates with Housing and Residence Life and/or supervision experience

**Preferred Qualifications**

- Experience supervising student staff
- Experience in a Student Affairs or Residence Life office
- Experience working in a student-centered environment
- Familiarity of a Residential Curriculum Model
- Experience with crisis management, on-call responsibilities, emergency situations
- Demonstrated leadership and effectiveness in promoting respect, appreciation, and sense of belonging for different populations
- Experience in student conduct administration and policy enforcement

**Compensation**

- \$43,888
- 1-2 bedroom furnished apartment with washer/dryer and dishwasher, paid utilities, basic cable, and internet
- Reserved parking spot (taxable benefit)
- Professional development funds
- Comprehensive state benefits package, including a tuition waiver for up to 6 credits per semester after 6 months of employment