



HOUSING AND RESIDENCE LIFE
UNIVERSITY of NORTH FLORIDA

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Residence Life Coordinator – Living-Learning Communities

Department of Housing & Residence Life

Job Description

The Department of Housing and Residence Life supports the mission of the University and the Division of Academic Affairs by creating a positive living and learning community with the best facilities, services, programs and customer service for our students. Our responsive staff strive daily to enhance student academic and personal development by fostering a sense of respect for self, others and the community, placing an emphasis on diversity, encouraging personal and civic responsibility, while providing opportunities for leadership development.

Over 100 full-time, part-time and student staff are responsible for providing educational programs and services including 21 residence halls and apartments. The residence halls and apartments form smaller distinct and unique areas throughout the University of North Florida campus. Approximately 3500 primarily undergraduate students live in our residence halls and apartments.

Responsibilities

The Coordinator is a full-time, 12-month professional staff member of the Department of Housing & Residence Life at the University of North Florida. The Coordinator reports to an Assistant Director of Housing and Residence Life within the Department of Housing and Residence Life and is responsible for a variety of functions specific to the administration of the Living-Learning and Theme Community program: training and supervision of a Learning Community Assistants staff (up to 15 para-professionals); assist with community development for Living-Learning and Theme Communities; mediate conflict and respond to crisis situations specific to Living-Learning and Theme Communities; advise and counsel Living-Learning and Theme Community residents; oversee administrative procedures and personnel for assigned area; and maintain communication with supervisor through various forms of telecommunication.

The successful Coordinator role models ethics and consistent/fair decision-making and support for the Department (including a positive attitude). The Coordinator must be sensitive to the variety of needs of students. This position requires a positive, creative, self-motivated person with excellent interpersonal skills, willing to work in an environment requiring strong emphasis on providing superior customer service in conformance with the University's mission and values. The Department of Housing and Residence Life is an integral part of the Division of Academic and Student Affairs, and as such, is measured by the ability to successfully interact with students and to assist in their individual needs and concerns. To this end, the Coordinator will often be required to demonstrate a caring and patient attitude, utilize strong organizational skills, conflict resolution skills, and ensure that every effort is made to create satisfied staff, students and their families.

AREAS OF RESPONSIBILITY

A. Supervision

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

1. Assist in the selection of Learning Community Assistants (LCA) and Resident Assistants (RA) staff members
2. Supervise, train and evaluate LCA student staff members
3. Conduct regular staff meetings with LCAs
4. Provide clear and consistent written expectations for staff members
5. Plan, develop, and implement on-going staff development
6. Document and address inappropriate behavior using a progressive discipline model and provide constructive feedback in a timely manner
7. Hold LCA staff accountable in meeting departmental requirements that support student learning
8. Order, purchase, pick up, and deliver supplies for programming and community development activities
9. Supervise staff in assessing student interests & needs, planning, and evaluating programs
10. Encourage staff to interact with students and provide community-building activities regularly
11. Ensure that staff are available and visible to residents.
12. Encourage staff to foster an atmosphere where students exhibit self-responsibility and respect the rights of others

B. Living-Learning and Theme Community Development

The Coordinator is responsible for implementing the goals of the Department of Housing and Residence Life within the Living-Learning and Theme Community Housing model of The University of North Florida. The Coordinator will serve as a liaison between the Housing and Residence Life administration, faculty members, and the students participating in the Living-Learning and Theme Communities along with the Director for Residence Life, Associate and Assistant Directors:

- Foster an atmosphere of academic, social, cultural, and emotional growth
2. Responsible for the well-being, general atmosphere, programs and initiatives of up to 15 living-learning and theme communities by coordinating efforts with appropriate staff members
3. Help to coordinate annual retreat for the collective living-learning and theme communities
4. Meet regularly with the leadership for Residence Life and Learning Community Assistants to collaborate on programmatic ideas and activities
5. Work with staff and residents to promote and cultivate a positive community atmosphere
6. Assume a leadership role for a case load of living-learning and theme community Advisory Boards that fosters and maintains relationships with stakeholders to ensure effective collaboration and support for each living-learning and theme community
7. Implement the HRL Living-Learning and Theme Community Residential Curriculum within Living-Learning and Theme Communities
8. Assess needs, develop outcomes, implement learning opportunities, and evaluate program initiatives for successful learning and student engagement
9. Support the marketing, recruitment, and application process for living-learning and theme communities
10. Implement and assess the success of student leadership opportunities in each community

C. Student Interaction

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

1. Act as a role model for students through positive actions and interactions
2. Be available and visible to students during office hours, LCA evening programs, and weekend programs
3. Identify, offer assistance, and provide follow up to students who have personal, academic, health, or other concerns
4. Be aware of, and sensitive to, the needs of all students to help foster a sense of belonging at UNF
5. Develop positive relationships with students in their areas
6. Demonstrate knowledge of campus and community resources
7. Respond to situations and provide written documentation and follow-up, as necessary

D. Professional Development

The Coordinator is responsible for promoting the professional development of their staff, as well as seeking out opportunities that will enhance their own professional development, and provide service to our profession. In this role the Coordinator is expected to:

1. Attend Housing & Residence Life staff training and in-service meetings
2. Present and facilitate discussions at staff training and in-service meetings
3. Serve on Departmental, Divisional, and University committees as needed
4. Remain open and receptive to constructive feedback
5. Participate in professional associations by attending conferences, serving on committees, presenting programs, etc.

E. Communication/Information Sharing

The Coordinator is relied upon to communicate important information to staff and students. In this role, the Coordinator is expected to:

1. Be prompt in communicating requested information
2. Keep supervisor informed, in a timely manner, of issues, concerns, activities, etc.

3. Disseminate information to staff in a timely manner
4. Express self clearly, concisely, and appropriately, both verbally and in written form
5. Be approachable, supportive, and pleasant in interactions with staff, students, parents, etc.
6. Listen to and respect the opinions of others
7. Maintain thorough documentation of staff issues, student issues, building concerns, etc.

F. Professional Cooperation/Partner Relationships

The Coordinator is part of the Housing & Residence Life professional staff team, working closely with Housing & Residence Life Senior Staff and the other University staff members. In this role, the Coordinator is expected to:

1. Participate in regular meetings with staff, departmental leadership and committees, living-learning and theme community advisory boards, and campus partners
2. Maintain an effective working relationship with supervisor, co-workers, and other University personnel
3. Assist in the recruitment and training of new staff members
4. Participate in the overall planning of the Residence Life program and to work together with staff in carrying out the established goals and programs
5. Communicate and coordinate with other University departments

G. Information distribution

1. Monitor budget responsibilities within the position and student groups
2. Respond to student and parent concerns; refer difficult cases to appropriate personnel
3. Attend staff meetings and other meetings as scheduled
4. Serve on applicable department, division, and university committees

H. 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:

1. 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 he/she becomes aware of. This position has a reporting requirement because the University believes that your responsibility for students, campus activities and/or campus security will make you someone members of the University community will see as an authority figure and someone to whom they can seek help. A CSA is not expected to investigate or determine whether a criminal incident actually took place. A CSA's responsibility is a duty to report. All positions designated as CSAs are required to complete an online or in-person training session.
2. Perform specific job-related duties at a designated on or off campus location or place of residence during declared campus emergencies.

This job description provides an outline of major job functions but is not an all-inclusive list. Through the course of the year there will be times where staff will be called to service based on the needs of the department that may not be outlined in a job description. Housing & Residence Life professionals need to be flexible and realize other duties will be assigned as needed.

The successful Coordinator role models ethics and consistent/fair decision-making and support for the Department at all times (including a positive attitude). They also collaborate with Housing Operations Staff (i.e., assignments, maintenance and custodial, professional and clerical staff). The Coordinator must be sensitive to multicultural issues and supportive of a diverse learning community. This position requires a positive, creative, self-motivated person with excellent interpersonal skills, willing to work in an environment requiring strong emphasis on providing superior customer service in conformance with the University's mission and values. The Department of Housing and Residence Life is an integral part of the Division of Academic & Student Affairs, and as such, is measured by the ability to successfully interact with students and to assist in their individual needs and concerns. To this end, the Coordinator will often be required to demonstrate a caring and patient attitude, utilize strong organizational skills, conflict resolution skills, and ensure that every effort is made to create satisfied staff, students and their families.

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 years of experience directly related to the job functions
- Live-in residence life experience is preferred
- Progressive experience in developing and implementing of staff training and living-learning communities is required
- Understanding of issues of diversity; demonstrated leadership and effectiveness in promoting respect and appreciation for diversity and pluralism among students and staff required

Remuneration

\$44,000 annually to negotiable. Office and technology needs provided. Professional development funds provided. Classified as an A&P staff member with UNF. As an employee of the University, there is an excellent comprehensive state benefits package, including tuition waiver for up to 6 credits per semester after 6 months of employment, and free gym membership.