(PD-3216) Coordinator of Student Development - University Housing

POSITION INFORMATION

Internal Team:* SL-University Housing - 205200
Job Code/Employee Classification:* SSP II
Job Code: 3082

MPP Job Code: SSP II
Position Number: Position no: SL-00086655

CSU Working Title:* Coordinator of Student Development - University Housing
Reports To:* Sr Dir UH/Dir Res Stu Ex
Campus:* San Luis Obispo
Division:* Student Affairs
College/Program:* University Housing
Department:* University Housing - 205200
FLSA Status: Exempt

SENSITIVE POSITION

Sensitive Position: ☐ Yes ☐ No

Job Summary/Basic Function:* Under general supervision of the Director of Residential Student Experience, the Coordinator of Student Development (CSD) provides the direction and leadership of a residence hall, apartment community or specialized off-campus student housing program. The Coordinator of Student Development is also responsible for the comprehensive implementation of a residential learning community. This position performs moderately complex professional student service work in that assignments typically require the application of both knowledge and judgment in using the principles, techniques, standards, guides and professional skills characteristic of a particular student service program or activity. The position is a full-time, live-in, entry level position within the department.

Minimum Qualifications:* Equivalent to graduation from a four-year college or university in one of the behavioral sciences, public or business administration or a job related field. Two years of professional experience in one of the student services program areas or in a related field.

A master's degree in a job related field may be substituted for one year of the professional experience.

Additional specialized experience during which the applicant has acquired and successfully applied the required knowledge and abilities may be substituted for the required education on a year for year basis.
Required Qualifications:

Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.

Demonstrated understanding of diversity, equity, inclusion and anti-oppression concepts, especially as they apply to decision-making, student development, and campus belonging.

Capacity to interpret, communicate, and apply policies, procedures, program rules, and regulations.

Ability to maintain highly confidential information.

Demonstrated ability to establish and maintain effective working relationships and communications within a diverse population along with strong listening and interpretive skills, and the ability to deal positively with unexpected developments and diverse perspectives in and outside the University.

Ability to develop, evaluate, assess and improve comprehensive learning community-based residence hall/apartment program offerings using learning.

Ability to professionally, proactively and calmly address individual and community concerns and make sound decisions in emergency/crisis situations.

Ability to work independently and in a team environment to develop cooperative relationships with academic faculty, staff, students and parents.

Proven ability to set clear expectations and develop appropriate educational supervisory relationships with college student paraprofessionals.

Experience advising college-aged students.

Must possess strong conflict resolution skills.

Ability to obtain factual and interpretative information through interviews, reason logically, and collect, compile, analyze and evaluate data.

Knowledge and experience with standard office protocols, equipment and computer software applications.

Ability to maintain high quality/standards of work, ethics, commitment, and professional responsibility.

Thorough knowledge of English grammar, spelling and punctuation.

Demonstrated ability to exercise sound judgment and serve as a role model for students.

Knowledge of contemporary theories of student and group development.

Preferred Qualifications:

Master's degree in Education or related field.

Experience counseling and referring diverse college student populations.

Experience supervising a diverse college-aged student staff or group/club.

Demonstrated knowledge of or previous experience working within learning community-based housing.

Previous residence life work and/or leadership experience.

Demonstrated skill using judicial software and preparing reports of conduct data.
Special Conditions:

- Ability to climb five flights of stairs in order to enter individual student rooms.
- Must be able to live in a one-bedroom residence hall apartment and building environment which is busy, noisy and has limited privacy for the entire contractual period.
- Must be able to adapt to a "professional staff live-in" lifestyle as described in the University Housing Coordinator of Student Development Manuals and in apartment license agreement.
- Must be able to work variable hours; including late night and early morning hours as situations dictate.
- Must serve as essential campus emergency response personnel as required by the campus and Department.
- Must be able to serve on an "on-call" basis evenings and weekends throughout the academic year.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 Revised July 21, 2017 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.

License / Certification: N/A

Mandated Reporter:*

- General - The person holding this position is considered a general mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

NCAA:

- None

Conflict of Interest:* None

Supervises Employees:* No

Job Duties

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<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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Manage the opening and closing of their designated community throughout the academic year. Essential

Supervise all check-ins and check-outs ensuring correct room/apartment placement, facilitates room trade process and insures the follow-through of all essential documentation of room changes.

Supervise the operation of the front desk, which includes, but is not limited to: hiring and training student workers, desk logs, guest policy and schedules.

Monitors emergency preparedness and implement fire and emergency response drills.

Follow up on all maintenance concerns and safety issues, coordinates the damage billing assignment for the community, and follows up on all risk management concerns and documentation.

Positive Community Building:

Act as a role model for students and promote the development of a safe, inclusive and healthy community.

Facilitate awareness among residents with regard to community standards and the need for limits; and develop a community which promotes mature, responsible and respectful behavior.

Facilitate student activities and educational programs that promote student development and respects diverse student groups.

Coordinate recruitment, advise, motivates, and trains student leaders in Community Councils

Plan and implement a comprehensive learning-outcomes based activities program for residents' growth and development.

Counsel and refer students individually on academic, social and personal concerns and adjustment; mediates and resolves student conflicts.

Learning Community Programmatic Implementation:

Develop comprehensive program offering within one of the Learning Community Programs within campus housing.

Integrate the academic experience within the learning community and promotes faculty involvement.

Supervision of Student Staff:

Interview, select, train, supervise and evaluate student staff. Develops educator style of supervision and evaluation.

Plan and develop weekly staff training/development sessions.

Properly follow up and documents all personnel concerns.

Department Committees:

Participates and is responsible for the planning, implementation, and evaluation of a department-wide programmatic function.

Student Conduct:

Conduct investigatory processes pursuant to California Executive Order 1098

Receives and investigates reports of alleged non-academic misconduct within the designated University Housing areas. Sends notices of alleged violations, and meets with the various parties involved to obtain accuracy of the incidents.

Conducts informal and formal proceedings concerning disciplinary action and recommends administrative sanctions such as Disciplinary Probation and Deferred Revocation of Housing License; designs and assigns educational interventions if appropriate, ensuring students’ due process rights are protected.
Prepares reports and maintains accurate records of proceedings pertaining to corrective action.

Makes appropriate recommendations to Counseling and Psychological Services, or other resources, in conjunction with leadership.

Train and supervise Resident Advisors in appropriate and effective techniques to help students understand expectations and policies.

Handle confidential information in accordance with FERPA policies and procedures.

| 10 | Responsible for serving as a member of a 24-hour on-call response team. Respond to issues of Marginal student or facility crisis. Maintain level-headed approach to sometimes trying and critical situations. Appropriately notify supervisory staff or law enforcement in situations. Perform other job-related duties and special projects as assigned. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions. Participate in the Love, Empathy, Respect training curriculum each quarter around issues of justice, equity, diversity, and inclusion. |

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