(PD-2727) Director of Residential Student Experience

POSITION INFORMATION

Internal Team:* SL-UH-Residntl Student Experience - 140903
Job Code/Employee Classification:* Administrator II
  - Job Code: 3312

MPP Job Code:

Position Number: Director of Residential Student Experience
  - Position no: SL-00009122

CSU Working Title:* Director of Residential Student Experience
Reports To:* Sr Dir UH/Dir Res Stu Ex
Campus:* San Luis Obispo
Division:* Student Affairs
College/Program:* University Housing
Department:* UH-Residntl Student Experience - 140903
FLSA Status: Exempt

SENSITIVE POSITION

Sensitive Position: Yes  No
Job Summary/Basic Function:* Under the general direction of the Senior Director of University Housing, the Director of RSE is responsible for the overall management and leadership of the RSE unit. This includes personnel, operations, budget, strategic input and analysis, and program direction and development.
Minimum Qualifications:* Bachelor’s degree in Student Affairs, Higher Education, Counseling or a related field and at least eight (8) years of progressively responsible professional student services work, with a minimum of three (3) years of full-time live-in housing administration experience.
Required Qualifications:

- Demonstrated skill and extensive knowledge of residence life and related programming.
- Comprehensive knowledge of effective human resources management practices and supervisory skills, including motivation, training, professional development, conflict resolution, and progressive discipline.
- Understanding and practical application of program development, training, and coordination skills. Ability to research, plan, evaluate and implement student programs and services.
- Demonstrated skill in extracting, interpreting and compiling qualitative and quantitative data for a variety of audiences, and effectively communicate results of analyses.
- Excellent customer service experience, including ability to represent University Housing in a professional and conscientious manner.
- Demonstrated ability to act promptly to respond and resolve a wide range of student problems from a broad perspective.
- Exceptional organizational skills, with demonstrated ability to independently plan, coordinate, prioritize and effectively implement multiple programs and meet established deadlines.
- Demonstrated ability to assess serious, elevated, and potential crisis situations.
- Demonstrated ability to mediate conflict and facilitate solutions to student and staff issues with minimal liability to the University.
- Demonstrated ability to provide comprehensive leadership and management with experience in working collaboratively in a team environment.
- Comprehensive knowledge of student development and community theory as it relates to students.
- Demonstrated ability to independently and effectively manage multiple projects and programs.
- Demonstrated analytical skills with the ability to develop long and short-range planning.
- Demonstrated skill in establishing and implementing objectives and plans to accomplish program goals.
- Demonstrated ability to establish and maintain effective working relationships and communications within a diverse population, strong listening and interpretive skills, and the ability to deal positively with unexpected developments and diverse perspectives in and outside the University.
- Ability to maintain high quality/standards of work, ethics, commitment, and professional responsibility.
- Ability to develop, organize, coordinate, and assess comprehensive programmatic events, training sessions, and learning opportunities.
  1. Demonstrated knowledge of budgeting principles, including budget development, projections, and monitoring.
- Thorough knowledge of English grammar, spelling and punctuation.
- Ability to interpret, communicate and apply policies and procedures.
- Demonstrated knowledge of budgeting principles, including budget development, projection, and monitoring.
- Demonstrated ability to maintain a high degree of confidentiality.
- Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.
**Preferred Qualifications:**

- Master's Degree in Student Affairs, Higher Education, Counseling or related field.
- Experience with the development of living learning communities.
- Experience working with a large residence life program of over 5,000 residents.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

**Special Conditions:**

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- 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 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position is a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.
- Full-time MPP employees are required to disclose outside employment at time of hire or within 30 days of taking additional outside employment subsequent to time of hire.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

**License / Certification:**

**Mandated Reporter:**

- Limited - The person holding this position is considered a limited 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:**

- Yes
- No

**Conflict of Interest:**

- A "designated position" in the CSU's Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.

**Supervises Employees:**

- Yes
- No

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**Job Duties**

### JOB DUTIES

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<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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Overall management of comprehensive residential life program that houses approximately 8,200 on-campus students, providing vision, innovation, and strategic leadership in support of the mission of the university, division, and department.

Develop and implement effective community development and academic support and outreach model. Meet the diverse needs of students (retention and campus climate).

Develop and oversee emergency/crisis response systems related to on-campus housing students. Serve as crisis intervention manager and develop comprehensive crisis response plan.

Member of the campuswide Students of Concern Committee responsible for handling crisis intervention and concerning student behavior.

Oversee a multi-tiered student government structure including the Inter-Housing Council and the connection and collaboration between IHC and ASI Student Government.

Oversee comprehensive community evaluation and outreach with campus planning and analysis to assess student success.

Work collaboratively with RSE managers to discuss problem areas and identify recommendations and solutions.

Responsible for hiring, training, managing, and evaluating RSE personnel. Encourage, support, and monitor ongoing education of each employee and document their career goals.

Provide thorough and expedient follow-up of parent/student concerns that are generated through the President’s or Vice President’s Office and respond to complaints from students and/or staff members.

Management of RSE budget in excess of $3 million dollars including tracking, projections, and long-term budget proposals. Oversee the building activity funds and other related funds for the Community councils and Inter Housing Council.

Determine fee structures and standard agreements for programs, establish guidelines for expenditures and approve all expenditures made by RSE staff.

Participate in the departmental Love, Empathy, Respect training curriculum quarterly. Encourage and monitor participation by the RSE team.

Collaborate with Office of Student Rights and Responsibilities to oversee on-campus housing conduct process including an annual review of policies, community standards and publishing a community handbook to ensure license compliance and due process.

Serve as a member of the Senior Leadership and University Housing Leadership teams and the Student Affairs Leadership team.

Provide leadership and intentionality in developing collaborative relationships and an environment that is inclusive, welcoming, and supports the success of all students.

Direct goals of RSE, methods of implementation, and evaluation of progress.

Develop and assess the impact of living in residence halls on the academic and personal development of students, using retention levels, satisfaction/attitude, and specific life skills as potential outcome variables.

Conduct regular reviews of all policies and procedures related to residential education to assure they are current and comply with the University’s mission and strategic plan and reflect best practices in student affairs and higher education.

Develop, implement and oversee University Housing Faculty in Residence Program including onboarding, hiring, monthly meetings and programmatic development for Faculty in Residence.

Work with Associate Director to monitor and evaluate programmatic effectiveness utilizing a variety of assessment techniques for all programs to include, but not limited to, learning outcomes, living-learning communities, themed housing, academic support programming and resources, alcohol and other drugs education, diversity and inclusion programs, and community development initiatives.

Represent RSE on major division and campus-wide committees.
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| 10 | Perform other job-related duties and special projects as assigned. Marginal
|
|   | Attend training and maintain skill currency as appropriate to safely and effectively complete assignments. |

**USERS AND APPROVALS**

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