Position Description

Sonoma State University is committed to achieving excellence through teaching, scholarship, learning and inclusion. In line with our Strategic Plan and our Seawolf Commitment, our values include diversity, sustainability, community engagement, respect, responsibility, excellence and integrity. We strive to cultivate a community in which a diverse population can learn and work in an atmosphere of civility and respect. We encourage innovation, experimentation and creativity, as well as contributions to equity and inclusion, in the pursuit of excellence for all members of our university community.

Position Purpose: Under general direction of the Director, Residential Education and Campus Housing (REACH), the Area Coordinator (AC) performs a wide variety of generally complex Student Service professional work in the coordination and implementation of the Residential Education and Campus Housing Program within the residential community. In addition, the incumbent is responsible for recognizing specific program needs and for developing approaches for possible implementations to meet these needs.

Major Duties: Major duties of the position include, but are not limited to, the following:

PROGRAMMING AND COMMUNITY DEVELOPMENT
- Provide support for individual residents within the designated residential village and across the residential community.
- Initiate contact with individual residents within designated village in order to create a sense of belonging.
- Assist residents in getting to know one another and developing a sense of belonging.
- Develop a multi-cultural community.
  - Promote an atmosphere that is conducive to creating an appreciation, understanding, and acceptance of individual differences and lifestyles regardless of physical abilities, race, ethnicity, sexual orientation, religion, age, gender or political affiliation.
  - Make conscious efforts to create a sense of inclusion for students within the residential community who are members of a target group.
  - Attend at least one program per semester which is planned for target group members.
  - Include in staff training programs at least one session per semester which address the issues of diversity.
  - Make conscious efforts to recruit and retain students who are members of a target group.
- Serve as a source of information about the University and its resources.
- Respond to the needs and problems of residents in a conscientious, appropriate and timely manner.
- Provide support to residents experiencing academic difficulties and/or personal problems in areas such as: sexuality, eating disorders, interpersonal relationships, and adjusting to college. When necessary, refer students to appropriate university and/or community resources.
- Serve as an appropriate role model in regards to the Residential Education and Campus Housing Regulations and Guidelines.
- In accordance to the standards of the University Conflict of Interest policy, facilitate programming purchases as needed.
- In addition to the Coordinator for Residential Education, serve as a point contact for faculty who live and/or work in designated village.
- Establish and maintain productive and effective, inclusive working relationships amongst residents and campus community.

EDUCATIONAL AND SOCIAL ENGAGEMENT
- Oversee and establish educational, social, and recreational events/initiatives within designated village as directed by the Residential Education Community Development Plan.
- Assist in the development and implementation of the orientation program that occurs every summer.
- Assist student members and faculty, as appropriate, in developing and implementing community-wide educational, social, and recreational event programming.
• Coordinate the dissemination of information concerning events occurring on the campus and within the surrounding area.

• Support, attend, and participate in departmental and division wide programs and initiatives (e.g. Welcome Week events, Special Dinners, Seawolf Decision Day, and other community wide programs etc.).

STUDENT CONDUCT AND CRISIS MANAGEMENT

• Oversee the implementation of University policy, Residential Education and Campus Housing Regulations and Guidelines, as well as provide and/or coordinate support for students as directed by University CARE Team members.

• Effectively inform residents within the designated village of Federal, State, Local, University, and residential community policies and regulations.

• Serve in professional on-call rotation. This position requires working variable hours, including late night and early morning hours as situations dictate, as well as when needed in an emergency response capacity. The Area Coordinator, in conjunction with other professional Residential Education staff members, alternate responsibility for on-call coverage.

• Help maintain a living environment in which students respect each other’s rights.

• As appropriate, confront violations of University and residential community policies and regulations in order to maintain a safe environment.

• Adjudicate conduct violations within designated area and timeframe; implement follow-through and disciplinary sanctions including recommendations to terminate housing license agreements, through an education-based conduct process.

• In a timely manner, meet with residents who have allegedly violated residential community regulations and implement appropriate residential conduct action as approved by the Associate and/or Assistant Director.

• In a timely manner, discuss students who may have License Agreement terminated, all conduct matters involving University Police, other campus departments, damage to facilities and/or injuries with the Associate Director.

• After completing the investigation into an incident, provide the resident with a written letter detailing the outcome of the investigation as directed in the Conduct Process.

• Maintain confidential conduct records as defined by FERPA, Clery, Title IX, and Cal State Executive orders.

• Provide Associate and/or Assistant Director and/or CARE Team member with timely and appropriate information as it relates to residents experiencing challenges.

• Utilize conduct and CARE case management software as trained and directed.

STAFF LEADERSHIP AND DEVELOPMENT

• Supervise, lead and direction a community staff of Resident Advisors (RAs) and Peer Mentors, and oversee a residential village community of 200-700 residents.

• Under general direction of the Associate and/or Assistant Director;
  o Plan and implement the selection process for student positions.
  o Develop and implement a schedule of staff meetings and in-service trainings for students.
  o Assist in the development and implementation of a training program which is well-organized, relevant to best and promising practices in the field of higher education, and preparing student leaders for their positions.

• Clearly communicate department expectations to student members.

• Initiate weekly contact with individual student to promote a sense of belonging, and to facilitate the growth and development of the individual student members. This includes, but is not limited to, leading a weekly meetings and maintaining regularly scheduled 1-1s.

• Provide opportunities for student leadership development within designated community and within the residential community.

• Resolve community related issues (roommate conflict, community respect, etc.) utilizing interpersonal, fact gathering, and analytical skills to determine severity of the situation and provide necessary steps and resources available to resolve the situation. Provide ongoing feedback and prepare a formal evaluation of each student member per semester.

• Coordinate the purchasing and access of food to student members and leaders when university dining facilities are closed.

• Supervise assigned RAs and oversee residential students during summer months.
- Serve as primary advisor to Village Council within designated village
- Identify potential student leaders and encourage them to become involved within the residential community and campus groups.
- In conjunction with the Residential Housing Association (RHA):
  - Coordinate the recruitment and selection of Village Council members in leadership positions.
  - Work with Village Council leadership to establish weekly or bi-weekly meetings.
  - Support and attend Village Council events.
  - Purchase supplies as needed.
- Provide department and university information to their Village Council, as applicable in their role of advisor.

**ADMINISTRATION, ADVISING AND STUDENT SUCCESS**

- Facilitate and implement departmental initiatives.
- Assist with and provide support during move-in weekend:
  - Be available and present within designated community.
  - Assist with check-in and card encoding for residents.
  - Assist RAs with building meetings.
  - Address and mediate roommate issues.
  - Assist residents in getting connected with facilities staff to address facilities issues.
- Assist with and provide support during closing weekend:
  - Be available and present within designated community.
  - Assist RAs with conducting checks of residential spaces to make sure residents have vacated, space is secure, conduct issues are documented and addressed, and any major facility/cleaning issues are noted and reported to the Associate Director.
  - Reconcile room inspections with Room Condition Form to determine chargeable items and individuals to be charged.
  - Assist with the organization and providing of meals to student that are not provided by Culinary Services.
  - Attend and provide support to RAs during events (e.g. Potentia, Casino Night, Day in the Sun, etc.).
- Complete appropriate forms and reports as assigned per department, division and campus policies.
- Under direction of the Coordinator for Residential Education, conduct and facilitate appropriate departmental and designated community assessments.
- As necessary, negotiate room changes during the academic year. In a timely manner notify appropriate personnel of such changes.
- Communicate with REACH leadership, campus partners as appropriate, and the AC of the village where an incident occurred as applicable.
- Oversee all aspects of online engagement for their residential community (e.g. SonomaSync).
- Respond to emails, phone calls, and parent/faculty concerns in a timely manner. When appropriate refer issue to appropriate personnel.
- Maintain and approve student payroll, as needed.
- Maintain financial records and budgets for designated community, including the purchasing of supplies using a University-issued Purchase Card (P-Card) and timely reconciliation of these purchases.
- Attend meetings and training sessions before the start of each semester.
- Assist in the review of regulations, polices, and procedures to support the successful operation of the department.
- Assist in revising staff manuals (RA and AC) annually.

**GENERAL RESPONSIBILITIES**

- Develop and maintain frequent, regular, and honest communications with the Associate and/or Assistant Director. Attend and participate in training opportunities and meetings as directed by Associate and/or Assistant Director.
- Develop an awareness of available resources on campus and within the community.
- Preserve the confidentiality of personal communication.
- Abide by University and Residential Community policy, regulations, State and Federal law.
- Follow prescribed procedures regarding the use of keys.
- Work closely with other members of the University.
**Secondary Duties:** Performs other secondary duties as assigned.

**Work Environment:** In order to perform the essential job duties, the incumbent will be assigned to a campus apartment and office space within the residential village on the Sonoma State University campus where they are designated. Additional storage space will not be provided. The incumbent is allowed to have their partner/spouse and children live with them in their assigned-on campus apartment. Spouse/partner and children over the age of 18 will require a successful completion of a background screening. Work is performed in an office setting and in various locations both indoors and outdoors on the Sonoma State University campus. As an exempt employee you have some flexibility in your schedule however must be available to meet the operational needs of the campus, department and in coordination with students’ needs. Your specific start time is determined by your Appropriate Administrator. Evening and weekend hours, as well as on-call requirements at least 10 times per semester, will be required and will be specified by the supervisor to meet operational needs. This position is required to work during campus and residential community emergencies even when the campus is closed. The incumbent must maintain regular and acceptable attendance at such levels as is determined by the Appropriate Administrator. The position may require occasional travel, by automobile and airplane, and the incumbent must be able to work some night and weekend hours with overnight stays.

**Minimum Qualifications:** This position requires a bachelor’s degree from a four-year college or university in a job-related field and three years of progressively responsible professional student services work experience in housing and student affairs, or an equivalent combination of education and experience. A master’s degree in a related field is preferred and may be substituted for one year of experience. Must have experience working with college-age students and/or acting as an academic advisor. A doctorate degree and the appropriate internship or clinical training in counseling or guidance may be substituted for the three years of experience. Intermediate proficiency with computers, Google Suite and Microsoft Office Suite (Word, Excel, and PowerPoint) required. The successful candidate must possess a clean driving record and possess and/or be willing to obtain a valid California State driver's license.

In addition, the incumbent should possess the following:
- Ability and experience working in a residence hall program to articulate its purpose.
- Ability to work effectively with students primarily in the age range of 17 to 22.
- Ability to create an environment which accepts and encourages differences regardless of gender, race, religion, abilities, class, sexual orientation or political affiliation.
- Knowledge of personal and social problems typically encountered by college students.
- Ability to select, train, and evaluate Resident Advisor (RA) staff.
- Ability to plan and implement effective training programs for students and residents.
- Knowledge of how students develop and practical applications of this knowledge with a resident population.
- Ability to plan and implement, or mentor staff who plan and implement successful social, and educational programs which address the needs of all students including ethnic populations.
- Knowledge of counseling, helping skills and discipline.
- Ability and experience to effectively advise student organizations.
- Ability to transfer residential experience into physical environment consisting of suite/apartment style halls, large number of resident: RA ratio and limited programming space.
- Ability to independently administer a residential area with little physical connection to colleagues and central staff.
- Extensive experience and comfort level with discipline adjudication.
- Ability to effectively communicate using oral, written and electronic communication.
- General knowledge of the principles, practices and trends of the Student Services field as well as general knowledge of the policies, procedures and practices of Residential Education and Campus Housing.
- Thorough knowledge of the principles of individual and group behavior; general knowledge of individual counseling techniques; general knowledge or the ability to rapidly acquire such knowledge of the organizational procedures and activities of Sonoma State University; and a working knowledge of student services programs outside the Residential Education and Campus Housing program.
- Ability to analyze complex situations accurately and adopt effective courses of action.
- Ability to advise students individually and in groups on complex student-related matters.
• Ability to determine appropriate courses of action and proper techniques to utilize while engaged with individuals of an argumentative or sensitive nature.
• Ability to interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations, analyze and define the problem, draw valid conclusions and project consequences of various alternative courses of action.
• Ability to carry out a variety of professionally complex assignments without detailed instructions.

Must have the ability to effectively communicate with all levels within the university and establish and maintain productive and effective, inclusive working relationships amongst diverse populations including staff, faculty, administration, students, and other internal and external constituents. Must be able to accept constructive feedback and work cooperatively in group situations. May be required to meet the standards of the University Conflict of Interest policy if performing purchasing with the ProCard.