Coordinator of Student Development - PageUp People

(PD-1001) Coordinator of Student Development

POSITION INFORMATION

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

Job Code: 3082
MPP Job Code:

Position Number:  No position selected.

CSU Working Title:*  Coordinator of Student Development
Reports To:  Assoc Dir of Residence Edu

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:*  The incumbent in this position is a member of the University Housing team. In conjunction with the Executive Director, Director, Associate Directors and other managers, staff, and students, this position assists in carrying out the mission and philosophy of University Housing. The incumbent is responsible for supporting and contributing to an atmosphere that facilitates maturity, responsibility, and respect.

The Coordinator of Student Development (CSD) is a member of the University Housing team and the position is a full-time, live-in, entry level position within the department. Under general supervision, the Coordinator of Student Development is responsible for the comprehensive implementation of a learning community based program and all aspects of the administrative coordination of a residence hall, apartment community or specialized off-campus student housing program. 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.

Minimum Qualifications:*  Bachelor's degree and two years of professional experience in one of the student services program areas or in a related field; OR a Master's degree, by date of hire, and one year of experience.
Required Qualifications:

Ability to develop effective administrative systems and perform detailed work to accomplish multiple tasks in an accurate and efficient manner. Strong time management and organizational skills in a fast-paced environment.

Ability to learn, interpret, comprehend and communicate policies, manuals and other written information to effectively perform responsibilities.

Ability to maintain highly confidential information.

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 develop, evaluate, assess and improve comprehensive learning community based residence hall/apartment program offerings using learning outcomes based around building mature, responsible, respectful and diverse communities.

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

Ability to effectively learn and conduct mediation and educational community standards meetings and to learn and develop an educator style of judicial mediation.

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.

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.

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.
Special Conditions:

Ability to climb five flights of stairs in order to enter individual student rooms.

Ability to spend intense amounts of time in large student groups.

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.

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:

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:

☐ Yes  ☒ No

Conflict of Interest:

None

Supervises Employees:

☐ Yes  ☐ No

Job Duties
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<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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<td>10</td>
<td>Counsel and refer students individually on academic, social, personal concerns and adjustments; mediates and resolves student conflicts.</td>
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<td>Responsible for serving as a member of a 24-hour on-call response team. Respond to issues of student or facility crisis. Maintain level-headed approach to sometimes trying and critical situations. Appropriately notify supervisory staff or law enforcement in situations.</td>
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<td>Perform other job-related duties and special projects as assigned.</td>
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<td>Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions.</td>
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Administrative Coordination of Facilities:
Manage the opening and closing of their designated community throughout the academic year.

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, daily mail processing, desk logs, guest policy, monitors emergency preparedness, and schedules.

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 activities program for residents' growth and development.

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.

Community Standards:
Educate students concerning their rights and responsibilities as Cal Poly and University Housing community members.

Train and supervise Resident Advisors in appropriate and effective limit-setting techniques.

Serve as disciplinary meeting officer for students who have violated community standards utilizing developmental style of education

Complete all necessary paperwork associated with community standards process in timely and
thorough manner. Handle confidential information in accordance with FERPA policies and procedures.

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