



POSITION DESCRIPTION

Department:	University Housing
Classification Title:	Administrator I
Working Title:	Associate Director of Residential Student Experience
FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt
Incumbent:	

Position Summary

University Housing (UH), a unit within the Division of Student Affairs, consists of Facilities Operations, Housing Administration, Custodial Operations, Diversity and Inclusion and Residential Student Experience. University Housing provides a premier living and learning experience for over 8800 students in residence hall and apartment-style communities. University Housing’s mission is to create a diverse and engaging experience that inspires all residents to Learn by Living.

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

Under the general direction of the Director of Residential Student Experience (RSE), the Associate Director of Residential Student Experience is responsible for executing daily management and supervision for the Residential Student Experience First Year and Continuing student program. Residential Student Experience serve nearly 8,800 residents in eleven separate on-campus living communities. This includes the development and administration of the housing first year and continuing student experiences, overseeing assigned operations for student and professional staff assignments, developing and implementing unit policies and procedures, and supporting the design of future program direction, including emergency and crisis response needs.

The Associate Director supervises staff, Resident Advisors, and student assistants. The Associate Director manages the RSE programming and operations budget, totaling over 3.5 million dollars. The Associate Director represents UH in position searches and campus committees to communicate the needs of RSE and to collaborate to promote student success. The Associate Director serves in the absence of the Director of RSE.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions	Daily	90%
1. Manage and execute assigned daily operations for the Residential Student Experience program.		
2. Collaborate with University Housing’s Director of Diversity, Equity and Inclusion to ensure programming that meets the needs of the diverse student population.		
3. Lead the recruitment, selection, training, supervision and development of the RSE professional and paraprofessional staff, including approximately 25 professional staff and		

190 paraprofessional staff and collaborate with Outreach and Communication on the indirect supervision of front desk student assistants.

4. Oversee the development and delivery of comprehensive educational programs which are guided by the Residential Curriculum Model, including First and Second year experience programs, Faculty in Residence program, InterHousing Council, academic and campus partnerships, personal safety, care and wellness programs and weekend events.
5. Recommend and implement University Housing procedures and frameworks that ensure the success of all aspects of the RSE program, including collaboration with custodial, facilities, and campus safety programs.
6. Support the administration of RSE program budgets; support fiscal planning, conduct regular budget tracking and monitoring, and ensure compliance with procurement processes.
7. Serve as a unit lead in crisis intervention. Develop comprehensive action plans to address situations on a twenty-four hour a day basis. Anticipate specific needs of individual staff, students and living communities to respond proactively and avoid potential crisis situations.
8. Liaison with the appropriate campus departments to develop and maintain campus/community protocol that enables timely and comprehensive response to mental health, campus violence or campus emergency situations.
9. Use data and develop reports to monitor and evaluate effectiveness of all RSE programs and services, residential learning communities, academic support resources, conduct, alcohol and other drugs education, diversity and inclusion programs and community development initiatives.
10. Assess unit effectiveness standards with a focus on resident satisfaction and achievement of Residential Curriculum Model to determine programmatic improvement.
11. Provide operational oversight, leadership, and execution of processes, procedures, and business operations in the Residential Management System (StarRez) for use within Resident Student Experience programs and services.
12. Develop and maintain updated manuals, publications and on-line resources that document program procedures.
13. Provide engagement and direction on goals of department, methods of implementation and evaluation of progress.
14. Conduct employee evaluations, assist in monitoring progress toward goals, monitor staff progress, and support professional staff development.
15. Collaborate with the Dean of Students Office to manage the residential judicial process, ensuring that departmental policies and procedures provide fair and consistent treatment of students and to coordinate ongoing care and resources for students experiencing.
16. Represent RSE on major division and campuswide committees.
17. Participate in the Love, Empathy, Respect, justice, equity, diversity, and inclusion training curriculum quarterly.
18. Serve as a member of the University Housing and Student Affairs Leadership team.

Related Job Functions

As Needed 10%

1. Perform other job-related duties and special projects as assigned.
2. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

Required Education, Experience, and Credentials

Education and Experience:

Bachelor's Degree and five years of progressively responsible professional experience in program development, budgeting, student support, crisis intervention, and conduct, including two years in a Student Housing and Residential Life program. At least two years of experience in supervising professional staff.

Licenses, Certificates, Credentials:

- N/A

Required Skills, Knowledge, and Abilities

1. Demonstrated skill and knowledge of residence life and related programming.
2. Knowledge of effective human resources management practices and supervisory skills, including motivation, training, professional development, conflict resolution, and progressive discipline.
3. Understanding and practical application of program development, training, and coordination skills. Ability to research, plan, evaluate and implement student programs and services.
4. Demonstrated skill in extracting, interpreting and compiling qualitative and quantitative data for a variety of audiences, and effectively communicate results of analyses.
5. Excellent customer service experience, including ability to represent University Housing in a professional and conscientious manner.
6. Demonstrated ability to act promptly to respond and resolve a wide range of student problems from a broad perspective.
7. Demonstrated ability to effectively lead and manage staff.
8. Exceptional organizational skills, with demonstrated ability to independently plan, coordinate, prioritize and effectively implement multiple programs and meet established deadlines.
9. Ability to assess serious, elevated, and potential crisis situations.
10. Ability to mediate conflict and facilitate solutions to student and staff issues with minimal liability to the University.
11. Proven leadership and excellent supervisory skills with experience in working collaboratively in a team environment.
12. Comprehensive knowledge of student development and community theory as it relates to students.
13. Demonstrated analytical skills with the ability to develop long and short-range planning.
14. 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.
15. Ability to maintain high quality/standards of work, ethics, commitment, and professional responsibility.
16. Ability to develop, organize, coordinate, and assess comprehensive programmatic events, training sessions, and learning opportunities.
17. Thorough knowledge of English grammar, spelling and punctuation.
18. Ability to interpret, communicate and apply policies and procedures.
19. Demonstrated ability to maintain a high degree of confidentiality.
20. 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.

- 21. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Preferred Skills and Experience

- Master's in a student affairs, education or related field of study.
- 6 Years of progressively responsible experience with a minimum of at least three years in a mid-level housing/residential position.
- 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.
- Expertise building or supporting programs/services using StarRez, or another residential management platform.

Special Conditions

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Provide after-hours, on-call, and weekend supervision and support as-assigned, including but not limited to move-in.
- 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.
- 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).

INCUMBENT: I have read this position description and understand its contents.

INCUMBENT NAME	SIGNATURE	DATE
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SUPERVISOR: I certify that all statements on this form are complete and accurate.

Kolay Carver,
Director of Residential Student Experience

IMMEDIATE SUPERVISOR NAME AND TITLE	SIGNATURE	DATE
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HUMAN RESOURCES USE ONLY

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: Administrator I
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 3318
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: M80
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: S-07-6
<input type="checkbox"/> COI Position		Classifier Initials: AT
Recruitment Number: _____		Date: 5/10/24