

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: Reporting to the Director of Residential Education and Campus Housing (REACH), the Associate Director of Residential Education provides leadership, guidance, and daily oversight of Residential Life Programs, a component of Residential Education and Campus Housing (REACH) within Student Affairs, and supervises staff and student personnel. The incumbent oversees daily management of the central department office and represents the department in the Director's absence. The incumbent manages the recruitment, hiring, training, and performance management of the Area Coordinator positions and student employees including recruitment, hiring, and training for the RA, TLA, and Sustainability Coordinator positions. In conjunction with the Director of REACH, the incumbent assists in the creation and management of the budget for the department, along with all marketing needs. The incumbent is responsible for developing and recommending courses of action and implementing proposed solutions, utilizing a combination of high-level analytical, interpersonal and leadership skills to address problems and projects through all stages. The incumbent also acts as a liaison between the department, students and larger university community regarding student employees within REACH.

Major Duties: The incumbent is responsible for a variety of sensitive and complex projects and areas of support within REACH. Said duties will routinely involve interaction with students and others, analysis of materials and situations and independence and creativity when responding to tasks requiring attention. Major duties of the position include, but are not limited to, the following:

Administrative, Care, and Student Success:

- Serve as on-call manager for Residential Life Programs department, responding to consultation calls from on-call staff, coordinating department-wide response to crisis situations, alerting senior leadership, working with various University department offices Directors: Police, CAPS, Housing, Student Health Center, Facilities, Vice President for Student Affairs, the Division of Student Affairs' Executive Leadership and, the members of the President's Cabinet.
- Manage workflow and daily operations within the program/office.
- Respond to emails, phone calls, and parent/faculty concerns in a timely manner. When appropriate, refer issues to appropriate personnel.
- Provide the Director of REACH with timely and appropriate information as it relates to students experiencing problems and/or incidents that occur in the Residential Community, staff performance concerns, and protocol/process issues with campus partners.
- Oversee annual key and inventory audits.
- In conjunction with the Director of REACH, assist in the creation and management of the departmental budget. Oversee and maintain financial records and budgets for designated funds, including the purchasing of supplies.
- Work with Comcast to train the RA staff on their products and coordinate tabling incentives.
- Assist with and provide support during opening and closing weekends, and other University/departmental identified campus events.
Responsible for communications, publications and outreach efforts on behalf of REACH.
- Process and follow up appropriately with assigned Care Reports in a timely manner, (engaging appropriate campus partners, following up with students, updates records, etc.).
- Partner with academic offices including, but not limited to: First Year Experience, Sophomore Year Experience, Career Services, EOP, and the Office of the Dean of Students to support residential students.

- Follow-up with and support residents who work with campus partners to achieve success.
- Provide resources necessary for students within a culture of care as directed by the Division of Student Affairs.
- Coordinate the development and implementation of the Faculty and Staff Housing program requested and prioritized by Cabinet that will utilize vacant on-campus residential spaces to offer temporary or longer-term housing to SSU faculty and staff.
- Research, develop and, if determined desired, implement partnerships with other higher education institutions.
- Develop and implement a REACH overnight program, for guests and parents, that mirrors a hotel experience.
- Oversees goals and evaluations of direct reports.
- Facilitate and implement departmental initiatives.

Represented Staff, Student Supervision and Leadership Development:

- Directly oversee and coordinate the annual recruitment, hiring, training and evaluation process for Area Coordinator live-in positions, including recruitment at The Placement Exchange, and interfacing with the SSU Human Resources department.
- Serve as Administrator to develop and oversee all department student employees.
- Coordinate department level student staff hiring (RA, TLA, First Gen, Service Desk workers, Sustainability Coordinator) and participate in the supervision of said staff.
- Manage department level student staff trainings.
- Oversee department level evaluation of student staff, develop processes for ongoing feedback, and prepare a formal evaluation for each student staff member at the end of each semester.
- In consultation with Labor Relations, support corrective action and disciplinary actions as needed on performance related matters.
- Partner with the Sauvignon Village Area Coordinator(s) in the hiring and training of Sauvignon Themed Community Advisors.
- Clearly communicate department expectations to all department Student Leaders.
- Manage weekly in service meetings for RA and TLA Student Leaders.

Residential Learning & Curriculum Development:

- Oversee the development and implementation of Residential Learning Communities (RLC.)
- Coordinate regular meetings with faculty and staff who are partnering and providing support to RLCs.
- Manage and maintain partnerships with various campus departments to ensure ongoing collaborations to benefit residential students and the Residential Education and Campus Housing program.
- Work in collaboration with key university faculty and staff to support strategic goals of increasing student retention through the development of new programs and initiatives.
- Provide lead direction, including recruiting, selection, and training for the Faculty-in-Residence and Faculty Mentor programs.
- Provide lead direction to the Area Coordinators who work with RLCs to assist in the implementation, assessment and support of RLCs in their area.
- Recruit, select, train, and supervise the peer mentors who work with the RLCs.
- Assist in the planning and implementation of department/university trainings and events (i.e., Student Staff training, Seawolf Decision Days, Orientation, etc.).
- Responsible for Safety and Security awareness and education, providing communication, programming, and information particularly around breaks and holidays.
- Develop and maintain a residential curriculum for the residential community.
- Develop curriculum and training modules for student and professional staff.
- Coordinate the Gender Inclusive Living Housing initiative.
- Create the semester grade report and distribute it to appropriate REACH professional staff.
- Manage and implement a recognition program for residential students and student staff for high academic achievements.

Residential Housing Association (RHA) & National Residence Hall Honorary (NRHH):

- Oversee and provide direction for the RHA and NRHH organizations.
- Provide leadership to the Executive Board regarding organizational goals of programming, support, and advocacy.
- Meet weekly with RHA President to ensure goals are being achieved and provide direction.

- Meet with NRHH President monthly to ensure recognition and membership goals are met.
- Assist with Village Council and departmental initiatives for residential student governance.
- Oversight of the RHA and NRHH budgets.
- Oversee the election and training of the RHA Executive Board and Village Councils.
- Coordinate RHA Care Package program and partnership with On Campus Marketing (OCM).

Marketing:

- Oversee the marketing materials for move in and move out of the residential community.
- Oversee the creation of floor plans and virtual tours.
- Direct and participate in the creation of marketing materials for option brochures and reapplication Process.
- Manage the creation of materials for tabling at Seawolf Decision Day and Summer Orientation.
- Organize marketing materials for the Skyfactor survey and create incentives for students who participate in the survey.
- Manage department social media accounts.

Special Events and Resident Recruiting:

- Coordinate department tabling on Seawolf Decision Day.
- Oversee the creation and implementation of residential community tours.
- Provide incentives for students who volunteer to open their rooms to the community.

Student Conduct:

- Serve as the Housing Regulations Conduct Officer for Office of Residential Life, backup Conduct Officer and decision Review Officer (probation and termination level).

Opening/Closing Coordination:

- Coordinate REACH functions relating to the operation of opening and closing the residential community annually. Work with appropriate campus departments including Student Involvement, Facilities, Seawolf Service, Police, and Parking to coordinate the opening and closing of the residential community.

Secondary Duties: Performs other secondary duties as assigned.

Work Environment: Duties will primarily take place primarily in an office setting on the Sonoma State University campus, but additional duties may be performed in various locations on campus, including working both indoors and outdoors to support and participate in university activities and events. As an exempt employee, you have some flexibility in your schedule, however you must be available during the regular campus hours to meet the operational needs of the campus and department. This position may also be eligible to participate in the campus Telecommuting Program to engage in limited telecommuting as operationally feasible. This position will require occasional travel, by automobile or airplane, and overnight stay to travel to trainings and meetings off campus.

Minimum Qualifications: This position requires four years of experience in Residential Life, Housing, and/or Student Affairs, including two years of progressively responsible and applicable management and/or supervisory experience. Master's degree in College Student Personnel, Higher Education or related field, or equivalent combination of education and experience to provide the required knowledge, skills and abilities to perform the duties of the position. Student Affairs experience highly preferred. Advanced proficiency with computers and Microsoft Office Suite (Outlook, Word, Excel) required. Knowledge of OrgSync and PeopleSoft preferred.

The successful candidate should possess a knowledge of the principles, practices and major trends in Residential Life and Housing. Experience with student staff training programs and knowledge of campus resources as they relate to first year students, programming experience on a college campus highly preferred. The ability to respond to crisis situations and make appropriate recommendations is highly preferred. Understanding of student developmental theory, experience with thematic housing and experience in programming in a university setting is highly preferred.

The incumbent must demonstrate integrity and sound judgment in performing duties; possess the ability to supervise the work of staff and recommend appropriate personnel actions; be able to apply strong problem

solving and conflict resolution skills and train and evaluate performance, taking corrective action as needed; deal with stressful situations while maintaining composure; and contribute to a collaborative environment utilizing exemplary communication and problem solving skills as necessary. Must have strong organizational skills and the ability to manage multiple projects and competing priorities simultaneously, adjusting quickly to changes needed on a daily basis. 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.

The duties of this position may include participation in decisions that may have a material financial benefit to the incumbent. Therefore, the selected candidate may be required to file Conflict of Interest Form 700: Statement of Economic Interest on an annual basis, complete ethics training within 6 months of appointment, and attend this training every other year thereafter.