



A. Position Data

Incumbent: Vacant/Recruitment EmplID: _____ Date: _____
Working Title: Residence Life Coordinator (RLC) Work Direction Given By: Associate Director Residential Life (Lead)
Department: University Housing Reports To Title: Associate Director Residential Life (Appropriate Administrator)
Division: Student Affairs College (if applicable): _____
Reason:
 Vacant Position Classification Review / In Range Progression Revision Performance Evaluation New Hire
Is this a new position? Yes

Classification Title: Student Services Professional II Job Code: 3082
Position Number: 00002993 Level/Range/Grade: 1
FLSA Code: Exempt Non-Exempt Time Base: Check box if Intermittent
Pay Plan: 10/12 month 11/12 month 12/12 month CBU/MOU: R04-Academic Support APC

B. POSITION PURPOSE

The Residence Life Coordinator (RLC) staff are responsible for broad residential community oversight, educational programming, and facilities management. Day-to-day work is performed independently, however incumbent also serves as a member of the Residence Life team comprised of the Associate Director for Residence Life, five Residence Conduct Coordinator (RCC) staff, five RLC staff, the Senior Coordinator for Leadership and Development, the Senior Coordinator for Conduct and Compliance and the Hub Program Coordinator. CSU, Chico has an on campus student housing population of approximately 2,200 students. RLCs provide educational programs, customer service, counseling referrals, and crisis response. Incumbents deal with complex, sensitive situations, incumbent must use sound professional judgment and successful counseling techniques to effectively interact with college-age students. The RLC position co-supervises 6-18 Resident Advisors assigned to a given community. They also directly supervise the students employed at service desks. Additionally, the RLC position has overall advisory and leadership responsibility for Community Council.

This is a live-in position that emphasizes student development as well as community management. The Residence Life staff is on-call 24 hours a day, however, actual working time is varied and flexible and opportunity for adequate time off is available. May include late night, early morning, and weekend commitments as situations dictate/require.

SPECIAL REQUIREMENTS/DESIGNATIONS OF THE POSITION:

California State University, Chico, in accordance with CSU policy, requires that the successful candidate complete a background check (including a criminal records check, sexual offender registry check, and/or fingerprinting) prior to assuming this position. Failure to satisfactorily complete or pass the background check may impact the job offer or continued employment of current CSU employees who apply for posted positions identified as sensitive. This position is considered a sensitive position based on CSU guidelines. Incumbent is responsible for the safety and security of Level 1 data, sometimes also referred to as Level 1 protected data. This is confidential information that is in most cases protected by statutes, regulations, or other legal mandates.

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) as a condition of employment.

The duties of this position will include participation in a decision that may have a material/financial benefit to the incumbent. Therefore, this is a "designated position" under the California State University's Conflict of Interest Code and the incumbent will be required to file a Form 700: Statement of Economic Interest and is subject to the regulations of the Fair Political Practices Commission. (Group/Category: Procurement Card Holder, 2) Note this designation is applicable only if Procurement Card is issued.

This position is designated as a Campus Security Authority (CSA) under the Clery Act and is required to comply with the requirements of this designation.

Position requires incumbent to live in an on-campus residence hall apartment for the entire contractual period and regularly dine in UH facilities during the academic year. This position includes a one- or two-bedroom furnished apartment, which includes utilities. UH has a pet policy and a partner policy. All approved partners must complete a background check.

At least one person from the Residential Life staff is on-call 24 hours a day. The nature of the position requires incumbent to work variable hours, including late night and early morning hours as situations dictate/require as well as serve when needed in an emergency response capacity.

Throughout employment in this position incumbent must maintain a valid California Driver's License as well continued completion and compliance of the CSU Defensive Driver's Training course, and all CSU Chico online training through the Training and Development system.

C. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

NOTE: This Position Description is intended to give an overview of the essential job functions, the general supplemental functions, and the essential requirements for the performance of this job. It is not an exhaustive list of all duties and responsibilities of this position. Other functions may be assigned as deemed necessary.

Does this position include Work Lead Responsibilities? No

List Functional Category with Responsibilities:

% of Time	Priority Weight
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COMMUNITY BUILDING, PROGRAMMING & STUDENT ADVISING:

- * Act as a role model for students by promoting a safe and healthy housing community.
- * Promote diversity and inclusion through mentoring, guiding and developing programs.
- * Serve as the primary advisor to the Community Council (student governance).
- * Facilitate awareness of community standards and UH policy.
- * Facilitate activities and educational programs, promoting civility, engagement and academic excellence.
- * Facilitate the recruitment and selection of all executive officers and wing representatives within the community.
- * Provide leadership development opportunities and training for student leaders.
- * Review all Community Council decisions and suggest corrective action/direction when appropriate.
- * Meet regularly with Community Council executive board to review anticipated program/event expenditures and ensure quality controls and appropriate planning are in place.
- * Maintain and submit fiscal records for Community Council expenditures for departmental review and oversight.
- * Attend Community Council executive board meetings and general council meetings to provide consistent counsel, guidance and direction.
- * Attend and support Community Council and Residence Hall Association (RHA) activities.
- * Serve as the principle coordinator for hall programming including regular follow-up with Resident Advisor staff.
- * Co-Supervise 6-18 Resident Advisors (staff supervising areas with 10 RAs or fewer will be assigned an additional collateral assignment).
- * Prepare and submit monthly semester summary program reports.
- * Collaborate with the Senior Coordinator of Leadership and Development on the Community Development programming model.
- * Collaborate with the Senior Coordinator for Conduct and Compliance and Residence Conduct Coordinators on student conduct programs, policies and procedures for community.

50%	
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ADMINISTRATIVE COORDINATION OF RESIDENCE HALL FACILITY:

- * Along with RCC, plan, implement and assess necessary system-wide procedures associated with semester residence hall openings, closings, vacation/break periods, and other key departmental service functions.
- * Serve as Campus Security Authority (CSA) as defined in Clery Act Handbook.
- * Maintain knowledge of Executive Orders, Executive Memorandums, Title 5, and Title IX applicable to duties.
- * Attend opening and closing of community events, Chico Preview Day, and Choose Chico Day.

30%	
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List Functional Category with Responsibilities:

- * Coordinate with Coordinator for Assignments and Customer Care Advisor pertaining to room/suite assignment processes, including room changes and reassignments.
- * Attend weekly Residence Life staff meetings and Leadership and Engagement meetings.
- * Meet monthly with Associate Director for Residence Life.
- * Meet regularly with RCC assigned to same community.
- * Oversee all student check-ins and check-outs and hall/room transfers.
- * Coordinate with the Senior Coordinator for Leadership and Development on the operation of the residence hall service desk(s) which includes guest policy enforcement/guest registration.
- * Submit monthly residence hall programming reports to the Senior Coordinator for Leadership and Development.
- * Attend regular University Housing staff meetings.
- * Meet regularly with the Senior Coordinator for Development and Leadership.
- * Work with one of the collateral assignments; Recruitment and Selection or Training and Development.
- * Assist as necessary, with annual/recurring events including, but not limited to, Resident Advisor training, new student orientation, UH Spirit Week, Residence Life staff selection processes, student leadership training, and residence hall student surveys.
- * Execute all department and University policies, expectations, and procedures defined in the University Housing Policy Guide, California Administrative Code, and University Housing Staff Manual.
- * Coordinate residence hall fire and emergency response drills.
- * Follow-up on all residence hall maintenance concerns and issues as reported by students and staff.
- * Coordinate community damage billing process for facility operations.
- * May be responsible for purchasing, as such a Purchasing Card may be issued.
- * Perform other duties as assigned.

LEARNING COMMUNITY PROGRAMMATIC IMPLEMENTATION:

10%	
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- * Assist the RAs in developing a wide array and comprehensive programs, promoting educational, social, recreational, spiritual and cultural programming mission of the department.
- * Provide programming support for unique residential themed communities.
- * Guide the Residence Life team towards the development of residence hall communities that integrate the students' residential and academic experiences.
- * Incorporate academic experiences and programming within residence hall theme housing areas.
- * Support student residence and academic experiences, such as quiet study areas, educational workshops and programs and the facilitation of faculty involvement in the residence hall community.
- * Provide encouragement and motivation for students with regard to academic priorities and success.
- * Interpret ambiguous situations and independently decide on appropriate solutions.

CRISIS RESPONSE & INTERVENTION:

10%	
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- * Anticipate specific needs of individual staff and students related to crisis management conditions.
- * Address the crisis management needs of the residential community in collaboration with the Associate Director for Residential Life.
- * Monitor community and individual resident needs. Develop a comprehensive response to address these situations.
- * Counsel and refer students in need of support and/or assistance to appropriate campus resources such as academic advising referrals, personal counseling, mental health, medical services.
- * Appropriately handle confidential information.
- * Serve as a member of the rotating duty response team.
- * Respond to and report issues of student or facility crisis to appropriate administrator and quickly identify the problem and solutions.
- * Mediate and resolve student conflicts such as roommate/floor mate/community conflicts, etc.
- * Interpret policy and procedures when unpredictable circumstance arise.
- * Maintain level-headed approach during sometimes trying and critical situations.

Total should equal 100% Time and 100 Weight	Total	100%	0
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D. GENERAL GUIDELINES AND EXPECTATIONS

1. Represents the University promoting a positive public image.
2. Acknowledges, respects, and values each individual.

3. Applies the highest standard of excellence to the delivery of service to our customers and community.
4. Demonstrates an open, participatory, team-oriented style; working cooperatively toward the achievement of your department's mission and goals; and demonstrating flexibility and adaptability regarding changes.
5. Keeps commitments. Notifies supervisor if a deadline cannot be met by describing what measures can be taken to correct the situations.
6. Maintains knowledge and skills at a level necessary to perform work.
7. Adheres to established work hours including starting time, and lunch and rest breaks. Provides appropriate planning and notice for all absences.
8. Is fiscally responsible with the organization's equipment, property and funds.
9. Adheres to the highest level of professionalism by demonstrating honesty, integrity and reliability. Encourages others to act in this professional manner.
10. Demonstrates the ability to effectively establish and maintain cooperative working relationships with a diverse multicultural environment.

Additional Guidelines and Expectations

N/A

E. QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

1. Demonstrated Knowledge, Skills and Abilities

Must have the knowledge, skills and abilities to perform the responsibilities of this position as stated in the sections for Essential Functions and Responsibilities, Work Lead Responsibilities (if applicable) and General Guidelines and Expectations.

KNOWLEDGE:

Incumbent must possess:

Working knowledge of:

- * The principles, practices, procedures, activities and major trends of Student Life and Leadership, Student Organizations, and Greek Life, or the ability to rapidly acquire such knowledge.
- * The methods and problems of organizational and program management.
- * Research and interview techniques.
- * The principles of individual and group behavior.

General knowledge of:

- * The organization, procedures, and activities of the specific campus to which the position is assigned.
- * Techniques for recording, classifying, and interpreting factual information.
- * Fluent in the use of standard office equipment (computers, copiers, phones) and standard office software packages such as, Microsoft Office (Word, Excel, and Outlook).

SKILLS:

Incumbent must possess:

- * Judgment to recommend solutions to problems and changes in program procedures.
- * Technical expertise to recommend change in program procedures; act as a spokespersons for the program in their area of expertise; and resolve problems within their area of assignment.
- * Basic interviewing and counseling techniques.
- * Planning skills.

ABILITIES:

Incumbent must have the ability to:

- * Rapidly acquire a general knowledge of the overall operation, functions and programs of the campus.
- * Establish and maintain cooperative working relationships with faculty, CSU administrators, student organizations, private and public agencies and others in committee work, and student advising and community contacts.
- * Interpret and apply program rules and regulations.
- * Collect, compile, analyze and evaluate data and make verbal or written presentations based on data.
- * Reason logically, draw valid conclusions and make appropriate recommendations.
- * Present clear and concise information orally and in written reports.
- * Participate in and contribute to group meetings, conferences and interviews. Define problems, collect and analyze data with abstract and concrete variables, establish facts, draw valid conclusions and to interpret an extensive variety of

technical instructions in mathematical or diagram form.

* Use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.

* Obtain factual and interpretative information through interviews.

* Advise students individually and in groups on routine matters where required.

* Recognize multi-cultural, multi-sexed and multi-aged value systems and work accordingly.

* Make decisions and carry through with actions having implications with regard to other program or service areas.

* Perform assigned duties.

2. Education and/or Experience

Education:

Equivalent to graduation from a four-year college or university in one of the behavioral sciences, public or business administration, or a job-related field.

AND

Experience:

Two years of full-time professional experience in one of the student services program areas or in a related field; experience should give evidence of competence and indicate the potential for further growth.

A Master's degree in a job-related field may be substituted for one year of the professional experience. Additional specialized experience which demonstrates the applicant has successfully applied the knowledge and abilities of a Student Services professional may also be substituted for required education on a year-for year basis.

F. PHYSICAL REQUIREMENTS

The physical requirements described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent/applicant will need to be able to perform the essential job functions (duties) of this position with or without reasonable accommodation. This position alternates between remaining in a stationary position operating a personal computer for long periods of time and frequently moving about inside the office. Must be able to travel across campus to other offices and buildings for meetings and events. Also refer to the Physical Requirements & Work Environment form regarding this position.

G. WORK ENVIRONMENT

This position requires incumbent to live in an on-campus residence hall apartment for the entire contractual period. This position includes dining hall privileges; a one- or two-bedroom furnished apartment, which includes utilities. Work involves frequent to constant interaction with students, parents, guests, faculty and staff. At least one person from the Residential Life staff is on-call 24 hours a day. The nature of the position requires incumbent to work variable hours, including late night and early morning hours as situations dictate/require as well as serve when needed in an emergency response capacity. May occasionally work outside and locations may include even and uneven walking surfaces, exposure to weather changes such as temperatures, humidity or precipitation. Also refer to the Physical Requirements & Work Environment form regarding this position.

H. PREFERENCES - This section is for recruitment purposes only

Please indicate what special skills, education or knowledge are preferred.

I. ADDITIONAL RECRUITMENT INFORMATION - This section is for recruitment purposes only

APPROVAL

In Order of Approval

Incumbent: _____ Date: _____

Appropriate Administrator: _____ Date: _____

Vice President (or Designee): _____ Date: _____

Classification/Compensation: _____ Date: _____