Job Classification Specification

Residential Life Manager 2

Position Summary

This is the second-level in the residential life management series. Responsible for managing, planning, and implementing residential life programs and policies. Provides leadership and direction to three or more supervisors and/or professional staff.

Responsible for handling a variety of moderately complex assigned projects. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Provides leadership to supervisors and/or professional staff. Decisions are guided by policies, procedures and business plan; receives guidance from senior manager. Provides technical guidance to employees, colleagues and/or customers.

TYPICAL TASKS (These examples do not include all possible tasks in this work and do not limit the assignment of related tasks in any position of this class.)

Responsible for overall departmental operations and management and provides leadership and management for program development and operations.

Develops and oversees the implementation of residential life policies and procedures to foster an inclusive on-campus living and learning communities that are in compliance with federal and state requirements and university policy.

Oversees the development and implementation of new programs initiatives to achieve goals of student learning, engagement, achievement, persistence and success.

Oversees and enforces student conducts policies and prevention strategies.

Develops, oversees and manages Residential Life budgets to meet current and long-term needs.

Leads the development and implementation of multi-year Residential Life capital plan to ensure well maintained, contemporary residential life facilities, capital asset preservation and enhancement.
Supervises three or more professional staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, promotion, reward, termination, and disciplinary decisions.

**Operational Role**

Modifies practices and procedures to improve efficiency and quality; searches for better ways to effectively achieve end results by, for example, scheduling work steps, arranging/re-arranging the way work is generally performed, and adding or deleting elements of processes as necessary.

**Scope of Measurable Impact**

Actions tend to affect a department or critical project outcomes; performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, and resource allocation/effectiveness.

**Independence and Decision-Making**

Mostly works independently according to standard operating procedures (may develop some processes/procedures); generally responsible for keeping processes moving in a productive direction, and will look for supervisory approvals when changes to process steps are considered and additional resources for task completion required.

**Complexity and Problem Solving**

Problems are increasingly difficult to identify and are sufficiently difficult that they cannot be solved using existing practices and procedures; may have to respond/adapt to changing conditions or circumstances, necessitating enterprise and new approaches.

**Required Qualifications**

Requires BA/BS with at least 8 years of experience and prior oversight of a small department or cross-disciplinary team; typically is responsible for managing a department of notable size, complexity, or significance that, in part, affects how well the organization to which the incumbent belongs operates.

**Supervision**

Has the authority to hire, transfer, promote, discharge, suspend, assign work, reward, discipline, and direct the work of both full-time and part-time University employees.

Effective TBD