Position Summary

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

Responsible for handling a variety of assigned projects. Applies subject matter knowledge. Provides leadership to staff. Coordinates and supervises the daily activities of business or technical support or production team. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager.

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.)

Manages and oversees the daily operations for assigned residence halls and/or apartment community to include the development of a variety of educational, administrative and operational functions.

Develops and implements a comprehensive student development program, and execute lesson plans.

Works with staff from other University departments to provide learning, services, support, and programs for residents.

Plans and coordinates academic related services and programs in collaboration with community partners.

Develops, manages and monitors departmental operating budgets.

Oversees Business Office Information Desk operation and serves as on-call professional to response to crisis incidents.

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.

Participates in 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**

Typically works under general supervision but has the discretion to make daily operational decisions; given understanding of best practices and the way similar units run elsewhere, is able to convincingly recommend capital and process improvements to the area.

**Complexity and Problem Solving**

Problems cannot be identified and resolved in simple cause-effect terms; rather, problems require integrative solutions such as how technologies, processes, resources, and people all fit together in order to sustain productivity -- understands the smallest details of a circumscribed area.

**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.
Required Qualifications

Requires BA/BS with at least 6 years of related experience; may supervise a small homogeneous department or larger process-oriented area whose members perform like activities.

Effective TBD