

University of Wisconsin-La Crosse Residence Life Complex Director Position Description

POSITION SUMMARY

The Complex Director is an essential employee of the Professional Staff within Residence Life which is in the Division of Student Affairs. The Complex Director's primary responsibility is to the overall management of multiple (2-3) residence halls. In addition, the Complex Director has shared responsibility for other significant aspects in Residence Life. The Complex Director is supervised by an Assistant Director of Residence Life for Staffing, Training and Development. The position is a twelve-month appointment with reappointment contingent upon an annual evaluation.

The following job responsibilities will require Complex Directors to work evenings and some weekends to meet the needs of the department, and to maximize our effectiveness in working with students.

JOB RESPONSIBILITIES:

- (1) Residence Hall Management
- (2) Community and Educational Development
- (3) Student Staff Supervision and Development
- (4) Student Conduct and Well-Being
- (5) Leadership Development and Advising
- (6) Summer Camps and Conferences

1. RESIDENCE HALL MANGEMENT

- a) Responsible for the overall administration and facilities management of assigned residence halls.
- b) Maintain occupancy and facilitate room change processes through StarRez and frequent communication with the Residence Life Operations Team.
- c) Manage internal residence hall budgets, adhere to spending guidelines and conduct audits for purchase reconciliation with a member of the Residence Life Operations Team.
- d) Work to establish and maintain a positive relationship with Housekeeper(s) and Facilities Team. Coordinate with them to create safe, clean, and visually appealing residence halls with timely response to repairs and facility improvements as a foundational component in meeting our students' needs.
- e) Respond to urgent mechanical, heating, electrical and plumbing issues, assessing the situation and communicating with the appropriate university personnel.
- f) Responsible for all keys within the assigned residence hall and proper security of these keys.
- g) In concert with Senior Staff, provide oversight of desk operations within the residence hall ensuring quality customer service as well as efficient and effective systems in the delivery of services.
- h) Coordinate payroll verification and approval of student employees in assigned residence halls.
- i) Advocate for processes that meet student needs; centering and addressing barriers for underrepresented students.
- j) Attend Residence Life team meetings, departmental meetings, and professional developments as scheduled.
- k) Assist with departmental initiatives which may include a special assignment, ad hoc committees, and advising student organizations/delegations.

2. COMMUNITY AND EDUCATIONAL DEVELOPMENT

- a) Establish effective relationships with students and encourage interaction to develop interpersonal relationships.
- b) Implement a residence hall community development model with measurable outcomes.
- c) Design a system of accountability to ensure student staff are achieving community development expectations.
- d) Collaborate with the Coordinator for Student Engagement and High Impact Practices in supporting Living Learning Communities and fulfilling any designed initiatives for those communities and academic departments.
- e) Create an academically focused residence hall environment that supports student success and learning.
- f) Provide and promote educational opportunities that focus on awareness and appreciation of cultural differences and building an inclusive community.
- g) Provide opportunities for cooperative planning between core leaders, student staff and residents.
- h) Collaborate with campus entities in developing residence hall initiatives.

- i) Utilize department and UWL assessment data to develop and revise the residence hall student experience. Initiate additional internal assessment and feedback pathways as needed to determine student needs.

3. STUDENT STAFF SUPERVISION AND DEVELOPMENT

- a) Directly supervise residence hall staff in assigned residence hall. This includes the following: Senior Staff, SEED RA (Students Embracing and Educating Diversity), Resident Assistants, and Desk Assistants.
- b) Provide supervision and support for Graduate Hall Director(s).
- c) Provide oversight of Graduate Hall Director(s) in supervision of residence hall staff of their assigned residence hall.
- d) Responsible for supervision and evaluation of residence hall staff according to their position descriptions and expectations agreement; including accountability for job performance that may lead to job action including termination.
- e) Develop and cultivate an understanding of the intersecting identities on your team. Promote opportunities to share and discuss how cultural humility should be used to fulfill student staff expectations.
- f) Convene and facilitate weekly student staff meetings to coordinate initiatives and information exchange.
- g) Promote and coordinate student development and staff team development.
- h) Share in the responsibility of annual department recruitment, selection and training of residence hall staff.

4. STUDENT CONDUCT AND WELL-BEING

- a) Provide direction and accountability to student staff for the enforcement and documentation of Residence Life policies.
- b) Responsible for adjudicating policy violations involving students living in assigned residence halls and maintaining current records within Maxient.
- c) Work to establish a positive working relationship with the Student Life Office maintaining a high level of communication and consultation involving behavior of students in assigned residence hall.
- d) Responsible for reporting mental health and student safety concerns to supervisor. Follow up may include collaborating with Counseling Center staff, the Campus Assessment Response and Evaluation (CARE) Team, and/or other appropriate campus partners, as well as following up with students regarding care and treatment.
- e) Respond to incidents of hate/bias with an ethic of care for all impacted students.
- f) Work in conjunction with University Police through incidents that involve serious student behavioral or welfare issues.
- g) Respond to emergencies and crisis situations providing support and resources to students including proper referrals to other university offices.
- h) Serve in a 24/7 on-call duty rotation for Residence Life, that may involve responding in person to situations to assist Student Staff and University Police.

5. LEADERSHIP DEVELOPMENT AND ADVISING

- a) In collaboration with Senior Staff, advise Core Team (in-hall student leadership group).
 - Ensure that Senior Staff is meeting regularly with core leaders to assist and support them in their positions.
 - Work with Senior Staff to implement orientation and training of core leaders ensuring students of all identities are able to find success in this leadership role.
 - Assist core leaders in organizing and implementing events for students.
- b) Ensure a wide array of leadership development opportunities are available to residents in assigned residence hall.
- c) Disseminate knowledge of campus resources, policies, and procedures to students to assist with their initiatives.

6. SUMMER CAMPS AND CONFERENCES

While most summer camps and conference responsibilities happen in the summer there is planning involved each spring semester in preparation for conferences.

- a) In concert with the Coordinator for Operations and Conference Services and other Complex Directors, responsible for the daily operation of summer camps and conferences, which will include:
 - Assist with collection, review and submission of guest rosters and other required documentation for accuracy and billing purposes.

- Coordinate check-in/outs of conference groups, communicating regularly with Facilities and Assignment Staff.
 - Coordinate the transitions and movement of student housing (summer and into fall assignments).
- b) Recruit, hire, train, and supervise student Summer Conference Assistants.
- c) Contribute to the office's mission of providing radical hospitality through outstanding service and creating organized, efficient, and effective processes/systems by all conference and housing staff.