

University of Wisconsin-La Crosse

Residence Life

Graduate Hall Director Position Description

POSITION SUMMARY

The Graduate Hall Director is an essential employee of the Professional Staff within Residence Life which is in the Division of Student Affairs. The Graduate Hall Director is a graduate student in the Student Affairs Administration in Higher Education program at UW-La Crosse. The Graduate Hall Director's primary responsibility is to an assigned residence hall. Work hours are 29.5 hours/week on average. The Graduate Hall Director is supervised by a Complex Director who has oversight of multiple residence halls. Residence Life views this position as an apprenticeship for those seeking to enter the field of Residence Life/Student Affairs after graduation.

The position is a ten-and-a-half-month appointment (July 14th– May 22nd), with reappointment of year two contingent upon an annual evaluation. Anticipated compensation for 2025-26 includes: Tuition Grant of \$10,350 and base stipend of \$15,912. Additional benefits include a partially furnished apartment, meal plan, department professional travel funds, digital cable, internet, private in-hall storage, reserved parking, laptop computer, and personal washer and dryer. Residence Life supports inclusive live-in requests for additional apartment occupants. We also offer a pet policy which includes cats or a dog. Additional information is available at www.uwlax.edu/reslife/employment-opportunities/professional-staff/

Required qualifications include:

- Prior Residence Life leadership experience
- Interest in living in a Residence Hall with a highly engaged student population
- Commitment to learning and growing in identity development, social justice and creating inclusive communities

The following job responsibilities will require Graduate Hall 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) Leadership Development and Advising
- (5) Student Conduct and Well-Being

1. RESIDENCE HALL MANGEMENT

- a) Together with a Complex Director responsible for the overall administration and facilities management of assigned residence hall.
- 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 Custodian(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 hall.
- 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 for accountability to ensure student staff are achieving expectations of the community development model.
- d) Create an academically-focused residence hall environment that supports student success and learning.
- e) Provide and promote educational opportunities that focus on awareness and appreciation of cultural differences, and building an inclusive and respectful community.
- f) Provide opportunities for cooperative planning between core leaders, student staff and residents.
- g) Collaborate with campus entities in developing residence hall initiatives.
- h) 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, Resident Assistants, and Desk Assistants.
- b) Responsible for supervision and evaluation of residence hall staff according to their position descriptions and employment agreement; including accountability for job performance that may lead to job action including termination.
- c) 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.
- d) Convene and facilitate weekly student staff meetings to coordinate initiatives and information exchange.
- e) Promote and coordinate student development and staff team development.
- f) Share in the responsibility of annual department recruitment, selection and training of residence hall staff.

4. 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.

5. STUDENT CONDUCT AND WELL-BEING

- a) Provide direction and accountability to student staff for the enforcement and documentation of Residence Life policies.
- b) In consultation with Complex Director, Graduate Hall Directors may adjudicate policy violations involving students living in assigned residence hall and maintain 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 and Associate Director. 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 reported incidents of 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 will involve responding in person to situations to assist student staff and University Police.