

University of Wisconsin-La Crosse

Office of Residence Life

Residence Hall Director Position Description

POSITION SUMMARY

The Residence Hall Director is a member of the Professional Staff within the Office of Residence Life which is in the Division of Student Affairs. The Residence Hall Director's primary responsibility is to an assigned residence hall. In addition, the Residence Hall Director has shared responsibility for other significant aspects in the Office of Residence Life. The Residence Hall 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 maximum term of employment is five years; however an appeal to return for a sixth year as a Hall Director is possible.

The following job responsibilities will require Residence 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) Student Staff Supervision and Development
- (2) Community and Educational Development
- (3) Leadership Development and Advising
- (4) Student Conduct and Well-Being
- (5) Administration / Management
- (6) Facilities Management

1. STUDENT STAFF SUPERVISION AND DEVELOPMENT

- a) Share in the responsibility for recruitment, selection and training of residence hall staff.
- b) Directly supervise residence hall staff in assigned residence hall. Depending on residence hall placement this may include any or all of the following: Graduate Assistant Hall Director, Senior Staff, Resident Assistants, Desk Coordinator, Desk Assistants, & Administrative Assistant.
- c) Responsible for supervision and evaluation of residence hall staff according to their position descriptions and contract; including accountability for job performance that may lead to job action including termination.
- d) 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.
- e) Convene and facilitate weekly student staff meetings to coordinate initiatives and information exchange.
- f) Promote and coordinate student development and staff team development.

2. COMMUNITY AND EDUCATIONAL DEVELOPMENT

- a) Establish effective relationships with students and encourage student interaction to develop interpersonal relationships.
- b) Implement a residence hall community development model with measurable outcomes.
- c) Collaboratively advise a student SEED (Students Embracing and Educating Diversity) with the Campus Climate Office and the Residence Life Coordinator for Student Engagement.
- d) Design a system for accountability to ensure student staff are achieving expectations of the community development model.
- 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, self-assessment of personal bias, and building an inclusive and respectful community.
- g) Provide opportunities for cooperative planning between residents, core leaders, and student staff.
- h) Collaborate with campus entities in developing residence hall initiatives.
- i) Utilize assessment data (EBI/Skyfactor), to develop and revise the residence hall community development model. Initiate and conduct additional internal assessment projects as needed to determine student needs.

3. LEADERSHIP DEVELOPMENT AND ADVISING

- a) Advise core team, an in-hall student leadership group. Meet regularly with core leaders to assist and support them in their positions.
- b) Implement orientation and training of core leaders ensuring students of all identities are able to find success in this

leadership role.

- c) Assist core leaders in organizing and implementing events for students.
- d) Ensure a wide array of leadership development opportunities are available to residents including student interest groups (Links) and the initiatives coordinated by the Office of Residence Life.
- e) Disseminate knowledge of campus resources, policies and procedures to students to assist with their initiatives.

4. STUDENT CONDUCT AND WELL-BEING

- a) Provide direction and accountability to student staff for the enforcement and proper documentation of Residence Life policies.
- b) Responsible for adjudicating policy violations involving students living in assigned residence hall and maintaining current records within Advocate.
- 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, the Campus Assessment Response and Evaluation (CARE) Team, the Counseling Center, and other appropriate campus partners, as well as following up with students regarding care and treatment.
- e) Respond to incidents of hate/bias using the departmental protocol and with an ethic of care for all impacted students.
- f) Work in conjunction with University Police through incidents that involve student welfare and safety.
- g) Respond to emergencies and crisis situations providing support and resources to students including proper referrals to other university offices.
- h) Maintain proper health and safety standards within residence hall.
- i) Participate in on-call duty rotation for the Office of Residence Life.

5. ADMINISTRATION/MANAGEMENT

- a) Responsible for the overall administration and management of a residence hall.
- b) 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.
- c) Manage internal residence hall budgets; conducting audits with the Assistant Director of Operations.
- d) Coordinate payroll of student employees in assigned building.
- e) Maintain occupancy and room change processes within assigned residence hall through StarRez.
- f) Attend Residence Life Team Meetings, Departmental Meetings and professional developments as scheduled.
- g) Assist with departmental initiatives which may include a special assignment, ad hoc committees, and advising student organizations/delegations.
- h) Advocate for processes that meet student needs; centering and addressing barriers for underrepresented students.
- i) Assist with the Office of Residence Life Summer Camps and Conferences Program.

6. FACILITIES MANAGEMENT

- a) Responsible for overall facilities management in assigned residence hall including cleanliness, general maintenance, and building enhancements.
- b) Work to establish and maintain a positive relationship with the Housekeeper(s), Housekeeper Supervisor, and maintenance personnel.
- c) Report work order repairs through TMA and engage in planning for facility improvements with the Assistant Director of Facilities.
- d) Respond to urgent mechanical, electrical and plumbing issues; assessing the situation and communicating with the appropriate university personnel.
- e) Responsible for all keys within the residence hall and proper security of these keys.
- f) Conduct fire alarms tests in accordance with university and state regulations.