

Coordinator of Student Life and College Housing

Department: Student Engagement and Aux Svcs

FLSA Status: Exempt

Grade/Level:

Work Schedule:

Office hours and weekend duty as assigned.

Job Status: Full Time

Reports To: Dean of Student Engagement and Aux. Svcs

Amount of Travel Required: No travel required

Positions Supervised:

Resident Assistants and Office Workers

POSITION SUMMARY

The Coordinator of Student Life and College Housing is a live-in position and is an integral part of the Residence Halls and College Community. There are significant time commitments required of the position. Due to the unique nature of this position, work cannot easily be translated into hours worked per day or week. The Coordinator of Student Life and Campus Housing position requires both regularly scheduled responsibilities and times at which the Coordinator is available and accessible to residents and staff with many of these hours being at unconventional times. On average, this position should expect to work 40 hours per week. The individual is responsible for the oversight of all Housing and Residence Life functions and Campus Disability Services. Responsible for the strategic leadership and day-to-day operations of disability services and coordination.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

STUDENT INTERACTION and SUPPORT

- Develop, coordinate and assess comprehensive disability services and coordination.
- Interact with residents as a means of establishing and maintaining friendly relationships. Identify and address problems, impart and obtain information, answer questions, and create and foster a sense of community living and respect.
- Observe students to detect and report unusual behavior and take the necessary steps to follow up with any concerns identified.
- Have a thorough understanding of all campus resources and refer residents as needed.
- Eat in the dining services on a regular basis and communicate with the Dining Services director to support the collaboration between Dining and Housing. Assist with programming and special events in the dining services area.

STUDENT CONDUCT/POLICIES AND PROCEDURES

- In collaboration with Dean, communicate with other staff to resolve problems with individual students related to Incident Reports and other Behavioral Issues.
- Demonstrate knowledge of and show consistency and thoroughness in defining the College policies and procedures.
- Interpret and enforce all Pioneer Village and College policies and regulations.
- Enforce rules and regulations to ensure the safe and orderly operation of Pioneer Village.
- Maintain confidentiality in all matters related to residents and student staff.
- Encourage students to act with reason, to assume responsibility for their actions, and to be considerate of personal and group rights and freedoms.
- Following the appropriate conduct policies and procedures, determine appropriate conduct action as appropriate, follow all written documentation and student communication procedures, and properly document using Maxient.

STUDENT LIFE AND ENGAGEMENT

- Supervise educational and social activities each academic year in accordance with the Residence Life programming model requirements.
- Collaborate with the student life team to create and engage with an annual calendar of programming to ensure an active and vibrant student life.

SUPERVISION

- Supervise the Resident Assistants and/or other assigned personnel.
- Create agendas and facilitate Weekly RA Staff Meetings and 1:1 meetings with RA staff. Maintain documentation and evaluation plans for all RA staff.
- Attend a weekly meeting with Dean of Student Engagement.

SAFETY

- Make regular rounds to ensure that residents and areas are safe and secure.
- Understand the University Emergency Response Plan, be able to implement all the process steps as outlined in the plan.
- Have a working knowledge of all fire alarm systems and protocol.
- Maintain the daily physical safety of the facilities, by identifying and facility related issues and reporting those immediately or taking appropriate action to avoid a safety hazard or emergencies.
- Promote and advocate for students with disabilities to ensure the campus is physically accessible and work with campus facility staff in being proactive with issues facing students

ADMINISTRATIVE

- Responsible for room and board application data entry and record maintenance in Banner, the student records system; assist Dean in Room Assignment Process and maintaining records, applications, checks and other paperwork related to admissions process in our filing system.
- Collaborate with the Enrollment Management Team process to ensure Housing and Residence Life processes align with the enrollment process and reach key strategies and deadlines.
- Coordinate intake assessment with students with disabilities, review disability documentation and determine eligibility for services and reasonable accommodation. Organize and maintain appropriate documentation.
- Facilitate communication between faculty, staff and enrolled students on access and accommodation issues, including implementation of student accommodations in the classroom.
- Ensure compliance with legislation and keep current with national, state, and local issues affecting access for students with disabilities.
- Assist with the student payment and collection process, making individual contact with students as needed.
- Supervise the check-in, check-out process.
- Maintain regular office hours Monday thru Friday.
- Assume “on-call” responsibility for Pioneer Village.
- Determine the need for facility maintenance and repair, and notify appropriate personnel.
- Answer telephones and route calls or deliver messages.
- Perform routine room checks to ensure that students’ rooms are being kept clean and are not damaged.
- Submit neat and timely paperwork as required and perform other administrative duties according to deadlines set by supervisor.
- Inventory, pack, and remove items left behind by former residents.
- Coordinate with custodial staff to ensure Pioneer Village cleanliness.
- Serve on the team implementing summer housekeeping and maintenance, by creating a summer calendar of events, routinely checking facilities, and preparing the halls for opening for fall semester.

- Serve on the team implementing summer conference operations to include scheduling groups and assigning rooms, check-in and check-out and supervision during conference events.
- Attend campus training, in-service, and meetings as scheduled.
- Participate as a member of the Residence Life Committee.
- Perform other duties as assigned by the Dean of Student Engagement.

POSITION QUALIFICATIONS

Competency Statement(s)

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Assessment - Assesses annual performance and works closing with the institutional research and enrollment management team.
- Attendance/Punctuality - Is consistently at work and on time.
- Business Acumen - Understands basic business practices.
- Change Management - Communicates changes effectively.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- Inclusion - Provides an environment that is inclusive of all students and supports underrepresented students.
- Initiative - Seeks increased responsibilities; Takes independent action.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Improves processes, products and services.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works effectively.
- Safety and Security - Observes safety and security procedures; Uses equipment and materials properly.
- Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.

SKILLS & ABILITIES

Education: Associate's Degree (two-year college or technical school), Bachelor's Degree preferred.

Experience: Previous experience in student life preferred. Experience working with Banner preferred. Experience working with individuals with different abilities and understanding of disability laws and best practices.

Other Requirements

Proven multi-tasking and organizational skills which include communication, assertiveness, self-directedness, and initiative. Proven experience and knowledge in regard to the development of student activities. Proven skills in event planning, database management, Microsoft Office software, and communications to include written and verbal presentations, phone exchanges, and electronic correspondence.

Policy for Coordinator of Student Life and College Housing Relationships with Students

When a staff member interacts with students, the staff member is in a position of trust and power. These relationships must not jeopardize the effective functioning of the College by the appearance of either favoritism or unfairness in the exercise of professional judgment. In relationships with students, the staff member is expected to be aware of his/her professional responsibilities and to avoid apparent or actual conflict of interest, favoritism, or bias.

Consensual sexual relationships are prohibited between a student and a staff member who is in a position to exercise power or authority over that student. Efforts by staff members to initiate these relationships are also prohibited. Violations of this policy by a staff member shall be grounds for disciplinary action, up to and including termination.

Consensual sexual relationships between a student and a staff member who is not in a position to exercise direct power or authority over that student may also be inappropriate. Any staff member who engages in such a relationship must accept responsibility for assuring that it does not result in a conflict of interest or raise other issues of professionalism. In cases of doubt, advice and counsel should be sought from the Dean of Student Engagement and Auxiliary Services or the Dean of Administrative Services and Human Resources.

REVIEWED BY (SUPERVISOR SIGNATURE) _____ **DATE** _____

REVIEWED BY (EMPLOYEE SIGNATURE) _____ **DATE** _____

Miles Community College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.