Director, Housing & Residential Life

Reporting to the Assistant Vice President for Auxiliary Services

Requirements

- Bachelor’s degree in a related field
- Eight (8) years of increasingly progressive management experience in one or more area that report to this position.

Job Duties and Responsibilities

The Director of Housing and Residential Life, under the administrative direction of the Assistant VP of Auxiliary Services, manages the University’s housing & residential life operations and services. The individual directs departmental operations, oversees the department’s budget, sets department goals, identifies and utilizes best practices of the housing and residential life industry. In collaboration with units across campus, ensures proper student programming within housing.

Classification Summary

Plan, direct, coordinate and administer the University’s student housing and residential life operations and services which consists of traditional residence halls, suites, apartment-style living, Greek and student family housing. Collaborate with campus partners to ensure efficient and effective programming. Establish and implement long-term planning and budgeting, identify and implement best practices, set department goals and objectives and monitor progress. Serve as a resource for students. Act as a liaison between the public, prospective students, and internal departments and external entities. Manage professional and administrative staff, and student employees.

Classification Standard Duties

Provide strategic leadership, direction, and support to ensure effective planning and continuous assessment activities to evaluate and strengthen community building; support student well-being and safety; promote an inclusive, and learning-focused environment to help achieve personal and academic success. Oversee the supervision of personnel including: work allocation; adequate training, promotion and enforcement of university policies and procedures and controls; compliance with standards and laws; problem resolution; performance evaluations and personnel action recommendations; motivate employees to achieve peak productivity and performance. Implement and oversee administrative, programmatic and operational aspects of the department. Lead collaborative efforts across campus to continually enhance overall satisfaction with the residential experience; strengthen retention and increase occupancy; enhance student living-learning communities and other co-curricular programs throughout residential facilities; gather information; conduct focus groups, surveys, etc. Develop and manage operating and capital budgets and provide fiscal management of departmental budget. Develop and implement departmental policies and procedures in accordance with university procedures. Interact with students and parents regarding the availability and eligibility of campus housing. Respond to issues and concerns in a timely manner. Evaluate and assess university’s housing occupancy retention and projection trends; oversee the residential facilities to maintain a safe, secure and healthy living environment; work with the Facilities Services division to develop and implement plans for: preventative maintenance, renewal, and replacement to ensure compliance with Federal, state, and institutional safety regulations. Oversee, review, approve room assignments and ensure systems are in place for proper and timely billing and communication to students. Represents the department on various university committees. Perform miscellaneous job-related duties as assigned.

Knowledge

Knowledge of academic standards governing student probation, suspension, and/or expulsion. Knowledge of student support programs and services. Knowledge and understanding of all laws, regulations, standards and conventions associated with the operation of a large-scale student residential program. Experience and knowledge of building and facilities maintenance, safety and security. Knowledge of information system technologies. Understanding of current compliance issues impacting higher education.

Skills

Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community. Conflict resolution and/or mediation skills. Skill in budget preparation, fiscal management and financial forecasting. Employee development and performance management skills. Demonstrated leadership, organizational, and management skills. Skill in establishing, directing and enforcing policies and regulations which pertain to housing and residential life and to student development. Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.

 Abilities

Ability to establish and direct crisis management services, activities, and procedures for distressed students. Ability to identify and secure alternative funding/revenue sources. Ability to foster a cooperative work environment. Ability to plan and design, construct and renovate Student Housing facilities. Ability to use independent judgment and to manage and impart information to a range of clientele and/or media sources. Ability to supervise and train employees; to include analysis techniques, organizing, prioritizing, and scheduling work assignments.