



Minnesota State Institution: Minnesota State University, Mankato

ASF Position Description

- **Employee's Name:** Click or tap here to enter text.
- **Working Title:** Assistant Director of Conduct & Engagement
- **Position Control Number:** 01091094
- **Salary Range present:** Range C
- **Salary Range proposed:** Range C
- **Department:** Residential Life
- **Bargaining Unit:** MSUAASF
- **Employment Status:** Full Time Part Time
- **Travel:** Overnight travel is required for attending conferences/workshops, recruiting and interviewing staff, and for staff training.
- **FLSA Designation present:** Non-Exempt
- **FLSA Designation proposed:** Click or tap here to enter text.
- **Created by:** Torin Akey
- **Reports to:** Associate Director

Resource Management (Factor 2)

Lead worker to:

- Hold conduct hearings with residence hall students, investigate allegations, make outcome decisions, and refer students to appropriate University and community resources. Knowledge of the student conduct process and behavior issues is integrated with the Dean of Students, University Security, and Health Education through ongoing discussion of student issues and problem-solving collaboration in response to specific conduct cases as well as trends.
- Co-manage Residential Life conduct process with Associate Director of Residential Life and prepare and deliver training for Assistant Directors, Hall Directors, and undergraduate Community Advisors on all aspects of student behavior and University response. Knowledge of student development and involvement issues is integrated with the Dean of Students, New Student & Family Programs, Health Education, Student Activities, Women's Center, LGBT Center, Accessibility Resources, Diversity, Equity and Inclusion, and International Student Office in following up on student and floor behavioral issues where these offices can bring subject-matter expertise to the problem. Knowledge of legal issues related to student behavior is integrated with the Dean of Students, the Vice President for Student Affairs & Enrollment Management, the University Behavioral Consultation Team, University Security, and the President's Office in discussing with any of these offices a specific student's behavioral issues. This knowledge is integrated with Minnesota State policies and procedures, including legal counsel, and the Attorney General's office when interpreting and applying policies.
- Serve as one of the University experts on the development and maintenance of the residence life conduct database system (currently Maxient). This web-based system is used by Residential Life, the Dean of Students Office of Student Conduct, and Equal Opportunity & Title IX to manage all written communication in the conduct process and to generate reporting to meet federal mandating requirements.

- Coordinate ongoing use of conduct database infrastructure used by Residential Life conduct hearing officers.
- Coordinate timely adjudication of conduct cases for Residential Life hearing officer team.
- Research and create educational documents and resources for hearing officers to use in the conduct process.
- Propose new educational sanctions with the goal of decreasing student recidivism. Evaluate educational sanctions in collaboration with Health Education and the Dean of Students.
- Annually revise and edit all Residential Life conduct letter templates incorporating evolving best practices.
- Research and develop investigative techniques including useful questions to ask students whose responses are incomplete, inaccurate, or misleading. Train professional staff in these techniques.
- Coordinate Residential Life staff training regarding issues managed by Equal Opportunity and Title IX.
- Develop strategies for hearing officers that assist students with the emotional aspects of the conduct process.
- Communicate with Residential Life professional staff (Hall Directors, Assistant Directors, Associate Director, Director) regarding student issues and concerns that come up in the conduct process.
- Investigate student complaints and concerns as assigned by Associate Director.
- Communicate with parents who seek information or have concerns about their respective student's experience .
- Meet with students experiencing personal and university challenges outside of student conduct realm and establish personal resource(s) connections for individual students needing additional support, care, and guidance.
- Provide frameworks, tools, and strategies to Residential Education team members leading CICs (critical issue chats) and for Community Advisor prompts/resources for MavChats.
- Make appropriate and effective referrals regarding academic, personal, and mental health issues to University students involved in the conduct process and students that report complaints or concerns. Develop working knowledge of campus and community resources.
- Directly supervise Student Leadership Advisor graduate assistant.
- Oversee and guide Student Leadership Advisor graduate assistant in the following:
 - Provide cyclical training each year to Residence Hall Association and National Residence Hall Honorary executive boards.
 - Provide insight and issues to consider as Residence Hall Association finalizes line items for their leadership program budget (approximately \$60,000) and makes purchases.
 - Prioritize and communicate issues referred to Residence Hall Association for feedback by Residential Life staff members.
 - Assist Residence Hall Association executive board in developing a process to prioritize issues raised by students.
 - In consultation with Assistant Directors, provide work direction to Community Advisors, Hall Directors, and Student Service Coordinators by providing on-going training on the implementation of approximately 68 community councils, access to floor funds, and communicating leadership opportunities for students.

- Provide support, recognition, and resources throughout the academic year to undergraduate Community Advisors and Hall Directors in their creation of community councils that support the goals of Residence Hall Association and Residential Life.
- Provide direction to a student leadership conference (typically 2-4 hours).
- Develop and implement student leadership work plans for each academic semester, the summer, and assist in implementing plans that span more than one year.

Annual budget authority:

- Provide oversight to the Residential Education leadership program (approximately \$60,000), the Leadership Resource Center, and full authority to manage a budget more than \$16,000 (Student Conduct and Engagement) in compliance with federal, state, and local laws, Minnesota State system policies and procedures, and Minnesota State Mankato policies and procedures.
- Student behavior occurs that may result in the application of the sanction of contract termination. This means that the student may no longer live in the residence halls yet is still responsible for half of their remaining financial obligation. As a result, revenue to the Department of Residential Life is lost. So, the decision must be made weighing the student’s behavior, their sense of accountability for that behavior, the impact on the surrounding students, and the impact of the lost revenue.
- When residence hall students withdraw from our university during the academic year because they are not academically successful, Residential Life loses revenue, therefore, academic support initiatives are critical.
- Provide input into decisions made by the Director of Residential Life.

Position Purpose

The Assistant Director of Conduct & Engagement is responsible for the co-management (with Associate Director) of the Residential Life conduct process for approximately 2,800 students living in campus housing, the implementation of several intentional department-wide student engagement programs (Winter Welcome Week, MavChats, Stomper Stops, Root Beer & Registration, University Zone bulletin boards, etc.), the supervision of one graduate assistant in the role of Student Leadership Advisor, and working with individual students to develop and pursue college paths for success.

In addition to adjudicating alleged conduct violations of the University’s Statement of Student Responsibilities, responsibilities include: coordinate on-going conduct training to Residential Life hearing officers; create all documents for Residential Life hearing officers to use as a component of the conduct process; provide initial and ongoing training on all aspects of student behavior and University response to live-in staff.

The Assistant Director of Conduct & Engagement represents Residential Life on a variety of University and Divisional committees that contribute to Minnesota State Mankato students building connections, getting involved, and achieving success; and work closely with a variety of campus partners.

This position has been designated as weather and emergency essential. In the event of a university closure or emergency event, incumbent is required to report to work and respond as requested. Refer to Minnesota State Board Policy 4.4 Weather / Short Term Emergency Closings at: <http://www.minnstate.edu/board/policy/404.html>

Responsibilities and Results

- **Conduct Officer (40%)**
 - Review incident reports submitted by both Residential Life and University Security staff in preparation for conduct hearings.
 - Schedule conduct hearings for alleged violations of the Statement of Student Responsibilities.
 - Hold conduct hearings with residence hall students and investigate the allegations during the academic year and summer terms.
 - Write all conduct letters associated with the alleged incident (hearing notification, policy reminder, and outcome).
 - Coordinate and create end of semester conduct reports.
 - Maintain records to track completion of sanctions.
 - Maintain liaison with the Dean of Students Office to ensure coordinated and timely adjudication of conduct cases.
 - Develop working knowledge of campus and community resources (academic, personal, mental health, involvement, financial, etc.) and provide appropriate referrals to students involved in the conduct process.
 - Communicate Residential Life concerns expressed by students in conduct hearing to appropriate Assistant Director.
 - Communicate University Security or Mankato Police Department concerns expressed by students in conduct hearing to Associate Director.
- **Coaching (10%)**
 - Meet with students experiencing personal and university challenges outside of student conduct realm.
 - Establish personal resource(s) connections for individual students needing additional support, care, and guidance.
 - Provide frameworks, tools, and strategies to Residential Education team members leading CICs (critical issue chats).
- **Training and Development (15%)**
 - Develop training materials and presentations for full-time Hall Director staff and Community Advisors on all aspects of student behavior and Residential Life/University response including, but not limited to policies, conduct hearing process, conflict resolution, assaults, social media, and confrontation skill training.
 - Develop training materials and presentations for Orientation Peer Assistants on confrontation and policies.
 - Coordinate on-going conduct training with Residential Life hearing officers including the use of the conduct database system (currently Maxient).
 - Develop structure and process to collect feedback and recommendations from Residential Life hearing officers regarding all conduct related documents and conduct training.
- **Supervision and Student Leadership (15%)**
 - Directly supervise, train, and evaluate one graduate assistant Student Leadership Advisor who serves as the advisor for Residence Hall Association and National Residence Hall Honorary. Hold regular and intentional one-on-one meetings.
 - Provide coaching, direction, and support to Student Leadership Advisor to accomplish the following:

- Communicate issues raised by students with central staff management team and help facilitate communication of information back to student(s).
 - Implement strategies/programs to recognize student leaders, develop the Leadership Resource Center, and create/oversee leadership publications and marketing tools.
 - Organize student leadership conference.
 - Develop and coordinate leadership workshops/experiences each semester.
 - Work with Residential Education staff (Hall Directors, Community Advisors) to provide advising training and to communicate and coordinate Residence Hall Association / National Residence Hall Honorary issues, programs, and leadership opportunities in support of the development of successful community councils.
 - Implement strategies/programs to recognize student leaders, develop the leadership resource center, and create/oversee leadership publications and marketing tools.
 - Develop an effective working relationship with the Student Activities team to identify and implement collaborative opportunities that support and enhance student leadership development at Minnesota State Mankato.
 - Serve as a student leadership connection to Minnesota State Mankato Student Government.
 - Eat with students in campus dining facilities on a regular basis.
 - Assist in the recruitment and selection process of the Student Leadership Advisor.
- Administrative and Central Staff Responsibilities (20%)
 - Develop and implement initiatives that communicate expectations regarding student behavior, Residential Life policies, the Statement of Student Responsibilities, and the conduct process to students and the larger Minnesota State Mankato community in coordination with the Associate Director (Residential Life), Director (Residential Life) and the Dean of Students.
 - Create educational documents and resources for hearing officers to utilize as a component of the conduct process.
 - Collect and compile sanction tallies for reporting purposes.
 - Coordinate process to review and update consequence grid.
 - Manage all aspects of conduct database system (currently Maxient) including the revision and editing of all documents and system structures.
 - Assist with the development, implementation, and monitoring of appropriate sanctions. Make recommendations to the Associate Director (Residential Life), Director (Residential Life) and the Dean of Students.
 - Develop and implement annual Residential Life process to assess conduct hearing experience of residence hall students.
 - Participate in an “on-call” rotation to provide consultation support for live-in staff and respond on-site to emergencies and crises.
 - Represent Residential Life on Divisional and University committees including but not limited to Homecoming, Welcome Week, and Winter Welcome Week.
 - Provide leadership to the Residential Life Winter Welcome Week and academic success teams.
 - Coordinate University Zone for Community Advisor bulletin boards.

- Serve as Departmental liaison to the Counseling Center and the Alcohol and Drug Education Coordinator.
- Coordinate weekly conduct distribution conversations with Residential Education Leadership Team.
- Assess effectiveness of the student conduct system and community perceptions. Make recommendation to ensure that both the adjudication process and Residential Life policies are consistent and appropriate.
- Investigate student complaints or concerns as assigned by Associate Director (or designee) during the academic year and summer terms.
- As needed, help implement programs and services that support the mission of Minnesota State Mankato and the Department of Residential Life.

Minimum Qualifications (Factor 1)

Master’s Degree in Higher Education Leadership/Administration/Student Affairs and minimum of one-year full-time post master’s experience in Residential Life (or related student affairs area) prior to start of employment.

Minimum of 3 years full-time experience (post bachelor’s and prior to start of employment) in Residential Life or related student affairs area may be substituted for master’s degree and one-year post master’s experience.

Prior to the date of appointment, this position requires a criminal background check conducted by the Minnesota Bureau of Criminal Apprehension (BCA).

Preferred Qualifications

- Demonstrated experience with the student conduct process (hearing officer, conduct board advisor/member) in a college or university setting.
- Demonstrated supervision experience.
- Excellent communication skills including verbal, written and interpersonal.
- Excellent administrative skills, including an ability to effectively manage multiple priorities.
- Demonstrated ability to interact effectively with a wide range of university staff and students.
- Commitment to fostering a diverse working and learning environment.

Working Conditions

- Residence Hall work involves performing certain tasks on evenings, weekends, and holidays. Therefore, evening meetings and participation and attendance at occasional programs, activities, and events during evening and weekend hours is expected.
- The Assistant Director of Conduct & Engagement participates in an “on-call” rotation where a phone is carried 24 hours a day and may require an on-campus response.
- Workloads are expected to be higher while classes are in session during both fall and spring semesters and during opening and closing time periods. Extended vacations may not be approved during peak academic time periods.
- Based on the essential functions of this positions, MMB Policy #1422, and University policies relating to flexible work, this position is eligible for the following work modes (check all that apply): Please

Note: Work modes are at the discretion of management and implemented in accordance with the previously mentioned policies.

Remote Work: A position where the employee, as a condition of employment, has their home or alternative location as the assigned work location, works permanently from that location, and does not have an agency permanent/principal work location

Mobile Work: A position where the employee travels continuously for work, or who performs work at multiple locations outside of an agency office, such as a field location or other site. Up to ____% of the time.

Telework: A position with a work arrangement that allows an employee to perform work on a regular basis at a telework location that is not the employee's permanent/principal work location. Up to 20 % of the time.

Case by Case/Situational Telework: A position that may include a temporary reassignment or work outside the permanent/principal work location to meet short-term needs. Up to ____% of the time.

Exclusively On Campus: A position that requires the employee to perform all their work at their campus work location.

Physical Effort

Work safely always, which includes but is not limited to, participating in, and completing all required safety trainings, as well as performing all job tasks in accordance with Minnesota State University, Mankato policies and procedures utilizing appropriate tools, equipment, and personal protective equipment.

Communications and Relationships (Factor 3)

- The Assistant Director of Conduct & Engagement routinely communicates with the Director of Residential Life, all Residential Life staffing levels, Residence Hall Association executive board and general membership, and National Residence Hall Honorary executive board and general membership. Other working relationships include Dean of Students, University Security, New Student & Family Programs, Health Education, Center for Academic Success, Accessibility Resources, Equal Opportunity and Title IX, Counseling Center, Women's Center, University Dining, LGBT Center, Diversity, Equity, and Inclusion, MavPASS, University Advising Center, Student Activities, Minnesota State Mankato Student Government, and MACURH/NACURH organizations. Committee relationships include Homecoming, Winter Welcome Week, Welcome Week, and Residential Life Academic Success. The Assistant Director of Conduct & Engagement meets individually with students and communicates with parents as needed.

The nature and purpose of communication with these groups is described below.

- Director, Associate Director, Assistant Directors, Hall Directors, and the Supervisor of Residential Life
General Maintenance Workers: provide information, communicate concepts, and influence opinions related to student behavior and/or conduct outcomes.
- Assistant Directors, Hall Directors: communicate training concepts and ideas related to university conduct process; provide work direction for conduct hearing officers.

- Hall Directors: communicate training concepts and ideas related to student behavior (policies, conflict resolution, confrontation training, incident report writing, assault procedures, etc.) and academic success; provide work direction.
- Community Advisors: communicate training concepts and ideas related to student behavior (policies, conflict resolution, confrontation training, incident report writing, procedures for responding to assaults, etc.) and academic success; provide work direction.
- Student Leadership Advisor: provide supervision and work direction. Provide information on departmental processes, procedures, and student issues.
- Dean of Students, Counseling, Equal Opportunity and Title IX, Diversity, Equity, and Inclusion, and Health Education, University Dining: provide or collect information, communicate concepts or ideas, and influence opinions.
- New Student & Family Programs, Accessibility Resources, Women’s Center, MavPASS, LGBT Center, University Advising Center, Student Activities: collecting information to provide effective referrals to students.
- Students: provide and collect information, communicate concepts and ideas, and influence opinions related to student behavior and opportunities for student success (personal and academic).
- Students: collect and provide feedback and information on policies and procedures of the living on campus experience for students seeking “why” or “reason” behind a decision or policy. Seek opportunities to collaborate with Minnesota State Mankato Student Government and Student Activities to initiate leadership opportunities for students.
- Parents: meet individually to listen to ideas or concerns and to communicate some aspect of the Residential Life program.
- MACURH/NACURH: provide and collect information.

Planning and Assessment (Factor 4)

- Participate in developing short- and long-range strategic plans including goals and objectives to improve student behavior and University response components of the Residence Education program (e.g. staff training on policies, conduct hearing process, conflict resolution, assaults, social networking, and confrontation protocols); educational programs for residence hall students; educational documents and resources for hearing officers; continual development of campus-wide web-based conduct database system.
- Provide leadership in developing the responsibilities of the Student Leadership Advisor graduate assistant position.
- Provide semester “sanction tallies” for federal and University reporting purposes, develop and implement a process to assess the conduct hearing experience of residence hall students, and propose recommendations for changes to the conduct process.
- Develop a structure and process to collect feedback and recommendations from Residential Life conduct hearing officers regarding all conduct related documents and conduct training.
- Direct, develop and oversee a process to assess the Student Leadership initiatives implemented and oversee and guide the Student Leadership Advisor in the following:
 - Participate in developing short- and long-range strategic plans including goals and objectives to improve the Residential Life leadership program.
 - Provide training (on student leadership issues) to student leaders, Community Advisors, and Hall Directors.

- Provide leadership to creating marketing and intentional, effective content for leadership workshops/experiences curriculum and 2–4-hour leadership conference.
- Monitor usage of Leadership Resource Center and determine additional needs.

Decision Making and Accountability (Factor 5)

- Determine student responsibility and sanctions for violations of the University Statement of Student Responsibilities (about 300 students annually). Sanctions may include housing contract termination.
- Identify emerging issues and develop training materials for professional Residential Life conduct hearing officers and coordinate on-going conduct training throughout the year.
- Identify issues that may have legal consequences and consult with Associate Director, Director and/or Dean of Students.
- Participate in an “on-call” rotation to provide consultation support for live-in staff and respond on-site to emergencies or crises.
- This position may make and implement decisions when the impact is primarily inside the department. Additionally, this position consults with and makes recommendations to the Associate Director of Residential Life on decisions that may have impact outside the department (e.g. sanctions of contract termination, conduct appeals, parent/student concerns where resolution is not achieved, pre-hearing suspensions, administrative reassignments, recommended changes to the conduct system, initiatives that state expectations regarding student behavior, Residential Life policies, the Statement of Student Responsibilities, and the conduct process; disciplinary action for graduate staff; student leadership programs).
 - Groups affected by decisions made regarding the leadership program include students living in the residence halls, direct members of Residence Hall Association, National Residence Hall Honorary, student staff, Hall Directors, Assistant Directors, and other professional Residence Life staff; departments/organizations including Student Activities and Minnesota State Mankato Student Government.
- Direct supervision of the Student Leadership Advisor graduate assistant includes hiring, training, and evaluation.
- In partnership with the Associate Director of Residential Life, provide conduct-related work direction to 3 professional Assistant Directors and 9 professional Hall Directors on the conduct hearing process including the use of appropriate conduct sanctions and 68 student Community Advisors on policies, confrontation training, incident report writing, conflict resolution, and procedures for responding to assaults.
- Provide work direction to 3 professional Assistant Directors and 9 professional Hall Directors on utilization of the web-based conduct database system.
- Develop and implement work plans for each academic semester and the summer.
- Annually revise existing conduct letter templates used by all Residential Life conduct officers.
- Direct, oversee, and guide the Student Leadership Advisor in the following:
 - Identify and implement approaches to provide effective advising to new and returning undergraduate student leaders elected to executive board positions in Residence Hall Association and National Residence Hall Honorary.
 - Develop and communicate an understanding of the multiple perspectives (student, Residential Life, other departments) impacting student questions and concerns.

- Determine strategies to provide helpful training to Community Council members, Community Advisors, and Hall Directors in support of the “community council” residential leadership experience.
- Consult with Director response(s) to student requests through Residence Hall Association.
- Monitor leadership budget and ensure purchasing guidelines are met.
- Create and implement a 2–4-hour student leadership conference, structure, and materials.

All employees must comply with all department and institution procedures and policies. Minnesota State policies and procedures, as well as local, state, and federal laws, regulations, guidelines, and business industry standards.

This description is intended to indicate the kinds of responsibilities and level of work difficulty required of the position. It is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar level of difficulty.

Minnesota State is an Equal Opportunity Employer and Educator.

Supervisory Grid

Does this position have responsibility for personnel decisions?

This position participates in the process to hire (review job applications for selections of interviewees; Interview applicants; make hire determinations; conduct probationary evaluations; make certification decision).