

Minnesota State Institution: Minnesota State University, Mankato

MSUAASF Position Description

- Employee's Name
- Working Title: Assistant Director Residential Education
- Position Control Number:
- Salary Range present: Range D
- Salary Range proposed: Range D
- 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: Exempt
- FLSA Designation proposed: Exempt
- Created by: Anthony Bettendorf
- Reports to: Associate Director

Resource Management (Factor 2)

Lead worker to:

- Provide direction to Hall Directors (HDs) and Student Services Coordinator graduate assistants (SSCs); indirect supervision of Graduate Student Interns, Community Advisors (CAs), and Desk Assistants (DAs).
- Develop and oversee all aspects (responsibilities, marketing, interviews, selection, onboarding, evaluation) of residential education internship program where 1-2 HDs supervise a graduate student intern.
- Manage the planning/implementation of housing for international students in August and January with the Assistant Director of Planning, Marketing, and Administration; coordinate regular staff development experiences for Residential Education staff related to international student populations living on campus; develop and lead implementation strategies that assist international students in their on-campus transition.
- Present to external groups including both prospective and Orientation students/parents.
- Facilitate direct contact with students through staff training, crisis intervention, and resolution of concerns with individual students, parents, and University staff.
- Develop and oversee implementation of department actively engaged community development strategies that strive to help all students build connections, get involved, and achieve success with support of the Associate Director.
- Oversee and develop community development strategies that includes an emphasis on the first 50 days, resident hangouts (take to; get involved; diversity, equity, and inclusion, MavChats, floor/building meetings, bulletin boards, sociograms, community meals, Community Council, events, and MavCONNECT support), with support of the Associate Director.

- Provide direct contact with University Learning Communities Director to identify and implement collaborative opportunities that support and enhance the learning community program at Minnesota State Mankato.
- Prepare written communication including reports and staff training materials.
- Direct and provide advising and coaching of students, regarding academic, personal, roommate, and mental health issues. Develop working knowledge of campus and community resources.
- Direct and mediate individual and group conflicts and intentionally intervene when community issues surface (e.g., unaccountable vandalism, damage, or harassment; disruptive noise issues; facility concerns). Assist staff in the development of strategies to mediate individual and group conflicts.
- Manage conduct process in residence communities and serve as a senior conduct hearing officer and conduct appeal officer. Guide HDs in the use of developmental conversations and consequences. Identify and implement strategies to assist students demonstrating behavioral concerns in being successful at Minnesota State Mankato. Collaborate with the Assistant Director Student Conduct & Engagement in the identification and implementation of these strategies. Implement sanctions up to and through contract termination.
- Serve as a primary departmental contact for parents who seek information or have concerns about their students' experience (e.g., roommate conflicts, conduct involvement, homesickness, alcohol issues, Department policies and procedures) in accordance with university information sharing policies and state/federal privacy laws; regularly solving escalated complaints when they occur within the residence communities.
- Develop and facilitate recruitment, interviews, and selection of a variety of undergraduate, graduate, and professional staff positions in Residential Life. Provide information, guidance, and training to HDs, SSCs, CAs, and DAs on interview processes for full-time professional staff and student staff positions, including CAs, Graduate Assistants, Graduate Student Interns, and DAs.
- Regularly lead recognition efforts and contribution of residence staff team; provide support, structure, and work direction to meet goals and outcomes established in Area, by Residential Life, and the Division of Student Affairs. Hold staff accountable (and assist HDs and SSCs) in holding staff accountable for not meeting reasonable job expectations utilizing established procedures. When employment termination is the outcome, proceed with the support of Associate Director.
- Direct summer school operation including hiring and training of summer staff, coordinating duty coverage, desk operation, and implementation of process for interim moves and check-in/check-out for summer school modules.
- Develop and manage activity and administrative budgets in excess of \$200,000 for each Residence Community.
- Serve as departmental leads in addressing special needs and requests of high complexity and risk that students present and which impact community wellbeing, including through directing and participating in teams that address issues that emerge including, but not limited to behaviors associated with bullying, discrimination, harassment, vandalism, etc.
- The Assistant Director will direct and participate in a team that works to help resolve issues created via electronic media communication. Information students post also suggests occasionally alleged violations of the Statement of Student Responsibilities.
- The Assistant Director will direct and participate in a team that works to educate students and help resolve issues connected to student mental health. Specifically, the Assistant Director

becomes aware of student mental health issues because of student self-disclosure and student behavior. Some behaviors associated with mental health issues impact the larger floor, hall, or residence community and require the Assistant Director to lead intervention strategies.

- The Assistant Director will direct and participate in a team that works to meet accommodation plan needs.
- The Assistant Director will participate in a team that works to address the unintended issue(s) related to implementation of pandemic strategies.

Annual budget authority:

- The Assistant Director manages each Residence Community budget and budgets in excess of \$200,000 dedicated to Departmental committees and programming, and an additional \$440,000 in personnel for a total of \$640,000.
- The Assistant Director has full authority to manage resources for their assigned Residence Communities and Departmental committees that are following federal, state, and local laws, Minnesota State system policies and procedures, and Minnesota State Mankato policies and procedures.
- The Assistant Director provides input into decisions made by the Director of Residential Life.

Position Purpose

The Assistant Director of Residential Education is responsible for the student development program and administration of students living in our 5 residence communities. Duties: supervise a combination of up to 4 full-time Hall Directors (HDs) and up to 4 Student Service Coordinator (SSCs) graduate assistants; indirectly supervise a combination of Graduate Student Interns, up to 31 Community Advisors (CAs) and approximately 70 Desk Assistants (DAs); manage community and departmental committee budgets; lead an actively engaged community development framework that helps all students build connections, get involved, and achieve success; supervise conduct process in residence communities; direct departmental efforts in staff selection or staff training; involvement in departmental and University committees, annual budget development process and policy formation. 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

Student/Community Development (30%)

- Work with department staff and students to create and maintain a living and learning environment that applies student development theory to support the mission of Minnesota State Mankato and the Department of Residential Life.
 - Develop working knowledge of campus and community resources, educate staff on these resources, and establish partnerships that support student success.

- Serve as an educator and general resource in a compassionate manner when intervening with students regarding a variety of issues including college transition, academic and personal experiences, roommate and/or community conflicts/challenges, and mental health issues. Coordinate this effort with HD and SSC team.
- Mediate escalated and complex individual and group conflicts; provide direction and support to HDs in implementation of solutions.
- Manage conduct process in residence communities and guide staff in the use of developmental conversations and consequences. Serve as both a senior conduct hearing officer and an appeal officer for conduct cases, distribute cases to HDs and provide direction on procedures, due process, and implementation.
- Act as the departmental decision maker granting appeals and exceptions where no precedent may exist. Examples include decisions with high complexity and significant impact to the residence community, such as but not limited to student and graduate staff employment outcomes, student damage billing appeals in excess of \$37,000 each academic year, conduct sanction appeals up to deferred termination, crisis response and consultation with on-site responding professional staff, and individual diverse student needs.
- Support student leadership development through the support of the Student Leadership Advisor Graduate Assistant, Residence Hall Association, National Residence Hall Honorary, and community councils.
- Develop and oversee implementation of a residential education actively engaged community development strategy, with support of Associate Director. Oversee and guide community development strategies that includes an emphasis on the first 50 days, resident hangouts (take to; get involved; diversity, equity, and inclusion, MavChats, floor/building meetings, bulletin boards, sociograms, community meals, Community Council, events, WOW events, and MavCONNECT support
- Serve as educator, consultant, and general resource for parents, students, staff, and campus partners.
- Oversee live-in staff visibility plans and work schedules.
- Coordinate successful implementation of various assessments on a community and departmental level to assist in maximizing students' experience.
- Maintain communication with parents, faculty, staff, and other administrative personnel as needed.
- Develop an effective working relationship with University Learning Communities and other campus partners to identify and implement collaborative opportunities that support and enhance the learning community program at Minnesota State Mankato.
- Eat with students in campus dining facilities on a regular basis.
- Participate in an "on-call" rotation to provide consultation support for live-in staff and respond on-site, or coordinate a response, to emergencies and crisis, including, but not limited to student death, student arrests, significant facility concerns, and to implement temporary pre-hearing suspensions.

Supervision (25%)

- Selection, supervision, training, and evaluation of staff.

- Provide Lead work and evaluate up to 4 professional HDs, 4 SSC graduate assistants, or both. Facilitate regular and intentional one-on-one meetings, team meetings, and area meetings.
- Provide indirect supervision to 1-2 Graduate Student Interns, up to 31CAs and 70 Desk Assistants.
- Develop, implement, and present training topics in fall/winter training and throughout the academic year for HDs, CAs, and SSCs.
- Serve as a resource on university and departmental policies and procedures. Provide opportunities for residence community staff to share in the development and evaluation of policies and procedures.
- Develop process and facilitate the selection of CAs, Desk Assistants, and graduate staff for both the academic year and summer terms.
- Supervise summer graduate staff and manage summer school operation.

Administrative Responsibilities (20%)

- Meet with Associate Director regularly.
- Attend weekly staff meetings including residential education, leadership team, and central staff.
- Maintain and improve the physical environment of the residence community in conjunction with the Assistant Director of Facilities, the Safety and Services Specialist, and Building Services Supervisor.
 - Issue and control staff keys.
 - Ensure all safety, security, and maintenance needs are reported to appropriate personnel.
 - Develop regular communication practices with General Maintenance Worker (GMW) and General Repair Worker (GRW) staff.
 - Assist in developing renovation/inventory replacement priorities.
- Oversee the residence community desk operations.
- Plan, direct, and manage administrative functions within the residence community (e.g., room assignments, no-shows, occupancy clean up, room changes, room condition records, damage billing, break housing, interim housing) in conjunction with the Residential Information Analyst.
- Navigate stakeholder relationships when facilitating development and implementation of administrative functions used by both Residential Life and Property Manager (Stadium Heights only).
- Coordinate with the Assistant Director of Planning, Marketing, and Administration in planning/implementation for housing international students in August and January.
- Perform tasks in accordance with established Residential Life procedures and deadlines.
- Maintain an inviting office space.
- Coordinate duty system for HD and CA staff, including staffing during times when classes are not in session.
- Facilitate the implementation of all residence hall openings and closing throughout the year, including serving as an appeal officer for community damages and billing.
- Maintain files and prepare required reports.

Department Responsibilities (20%)

- Lead specific department-wide committees and functions. Such responsibilities include:
 - Develop goals and objectives for that committee.
 - Develop strategies to meet stated goals and objectives.
 - Decision-making and data gathering in conjunction with all staff.
 - Evaluate activities on an on-going basis.
 - Communicate regularly with Associate Director on committee efforts.
 - Provide work direction to the committee members.
 - Maintain complete files of all activities.
 - Engage in regular consultation and collaboration with internal and external stakeholders.
- Represent Residential Life during Orientation, including through student and parent presentations
- Coordinate and participate in providing regular tours of Residence Communities.
- Coordinate regular staff development experiences for Residential Education staff related to various student identities and groups, including international students, BIPOC students, first generation, etc.
- Direct and develop all aspects (responsibilities, marketing, interviews, selection, onboarding, evaluation) of residential education graduate student internship program.
- Serve as search chair for selection process for various full-time positions in Residential Life, as designated by Associate Director. Participate on search committees and assist in the selection of full-time positions in Residential Life.
- Contribute to the budget development in Residential Life.
- Assist Residential Life in other areas as assigned.

Divisional Responsibilities (5%)

- Represent Residential Life on Divisional and University work groups, task forces, and committees.
- Collaborate and aid University student retention efforts including MavCARES and MavCONNECT for students living in the residence communities.

Minimum Qualifications (Factor 1)

Master's Degree in College Student Personnel or related field and minimum of 3-years full-time post master's experience in Residential Life (or related student affairs area) prior to start of employment.

Minimum of 4 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 3-years 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 supervision experience (graduate or professional staff).
- Excellent communication skills including verbal, written, and interpersonal.

- Excellent administration skills, including an ability to effectively manage multiple priorities.
- Demonstrated effectiveness in applying student development theory.
- Commitment to fostering a diverse working and learning environment.
- Demonstrated ability to interact effectively with a wide variety of university personnel.
- Experience with the student conduct process (hearing officer, conduct board advisor/member) in a university setting.

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/events during evening and weekend hours is expected.
- The Assistant Director participates in an “on-call” rotation where a phone is carried 24 hours a day and may require consultation and/or a coordinated response on campus. The Assistant Director is considered a “weather essential employee.”
- 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.
 - X 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 at all times, 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 routinely communicates with the Director of Residential Life, Associate Director, Assistant Directors, other Central Staff, Hall Directors, Graduate Assistants, Graduate Student Interns, Community Advisors, and Desk Assistants. Other working relationships include New Student & Family Programs, Counseling Center, University Security, Student Conduct, Women's Center, LGBT Center, Admissions, University Dining, Health Education, Equal Opportunity and Title IX, Student Activities, Career Development, Center for Academic Success, Accessibility Resources, University Advising, Student Advising Directors, Diversity Equity & Inclusion, International Student Services, University Learning Communities, General Maintenance Workers and the Supervisor of Residential Life General Maintenance Workers. The Assistant Director meets individually with students and parents and occasionally presents to student and parent groups, establishing the position as a primary departmental point of contact for issues and concerns.

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

- Director, Associate Director, Assistant Directors, other Central Staff: provide information on administrative functions of residence community, departmental committees and processes, and community development functions of residence community. Consult on student/staff behaviors; assess, propose, and provide recommendations on policy formation, and bring attention to issues/concerns expressed by students/staff seeking a response or resolution from central staff.
- Hall Directors, graduate assistant Student Service Coordinators: provide supervision, work direction, and communicate expectations. Collect information on departmental processes, procedures, and student issues, serve as damage and conduct appeal officers. Facilitate job performance conversations for Hall Directors and Student Service Coordinators, holding staff accountable when reasonable job expectations are not met, utilizing established procedures. When employment termination is the outcome, proceed with the support of Associate Director.
- Community Advisors, Graduate Student Interns, and Desk Assistants: provide indirect supervision, work direction, and communicate expectations. Collect information on departmental processes, procedures, and student issues. Oversee job performance conversations facilitated by Hall Directors and Student Service Coordinators and providing guidance on outcomes for holding staff accountable when reasonable job expectations are not met, utilizing established procedures. When employment termination is the outcome, proceed with the support of Associate Director.
- University Learning Communities: provide or collect information and communicate concepts or ideas. Regular communication on sensitive staff or student issues.
- Career Development, University Advising, Center for Academic Success, Accessibility Resources, Counseling Center, University Security, Student Conduct, LGBT Center, Women's Center, Health Education, Admissions, Equal Opportunity and Title IX, University Dining, Diversity Equity & Inclusion, International Student Services, New Student & Family Programs, Student Advising Directors, and Student Activities: provide, collect, and communicate information while collaborating on concepts or ideas.
- General Maintenance Workers and Supervisor of Residential Life General Maintenance Workers: provide and collect information related to residence hall facility issues and identify interventions to floor/community issues.
- Students: serve as educator, resource, and general consultant.
- Parents: meet individually to listen to ideas and concerns (some that are emotionally charged) and to communicate aspects of the Residential Life program, while upholding the University's

Student Education Records Policy in compliance with FERPA and University Data Confidentially practices.

Planning and Assessment (Factor 4)

- Develop and implement short- and long-range strategic plans including goals and objectives to improve the Residence Education program with the support of the Associate Director (e.g., new Residential Life housing or renovations; new Graduate Student intern program, pandemic strategies, and services; staff selection, training, supervision, and evaluation; community development strategies, implementation, and evaluation; policy development, communication, and enforcement; committees) and goals and objectives to improve the Department of Residential Life. Communicate these plans to appropriate staff.
- Develop and implement training to undergraduate staff, SSCs and HDs in support of the short-term goals that have been identified.
- The Assistant Director is responsible for providing annual reports and assisting in assessing results and proposing recommendations for Residence Education functions and the department. The Assistant Director assists in implementing changes in response to the Departmental Assessment Plan and/or goals, administered by the Director.

Decision Making and Accountability (Factor 5)

- Manage conduct process in area of responsibility, provide consistent, fair, and equitable outcomes in the student conduct cases throughout the community, and serve as an appeal officer for conduct cases from other residence communities.
- Mediate individual and group conflict.
- Participate in an “on-call” rotation to provide consultation support for live-in staff and respond on-site, or coordinate response, to emergencies or crisis.
- Develop process and facilitate the selection of CAs, Graduate Assistants, Graduate Student Interns, Desk Assistants, and HDs.
- Identify operational needs for each assigned Residence Community.
- Interpret and apply actively engaged community development strategy that emphasizes the first 50 days, resident hangouts (take to; get involved; diversity, equity, and inclusion, MavChats, floor/building meetings, bulletin boards, sociograms, community meals, Community Council, events, and MavCONNECT support.
- Implement all residence hall openings and closing throughout the year.
- Develop goals, objectives, and strategies to meet stated goals for the department, department-wide committees, Residential Education projects and committees, and summer graduate assistantships.
- Make and implement decisions with impact inside and outside of the department, with support of the Associate Director of Residential Life on decisions that may have impact outside the department (e.g., disciplinary action for graduate or professional staff and termination of undergraduate staff, conduct sanctions of contract termination, pre-hearing suspensions, administrative reassignments, conduct appeals, parent/student concerns where resolution is not achieved).
- The Assistant Director provides work direction for the following: HDs and SSC graduate assistants. Indirectly, the Assistant Director provides work direction to Graduate Student Interns, CAs, and Desk Assistants in each Residence Community. Provides work direction to 68

CAs, 4 graduate assistants, 1-2 Grad Student Interns, 70 Desk Assistants and 9 HDs in the Department.

- Direct supervision of HDs includes assisting them and providing structures (goal setting, evaluation of outcomes) for their success in supervision, community development implementation, administrative tasks, and their role as a conduct hearing officer.
- Direct supervision of the SSC graduate assistants includes providing the training and support to successfully operate a residence hall desk operation including hiring of Desk Assistants, creating desk schedules, issuing loaner keys, and requesting core changes, providing effective customer service, room change process management, and sorting mail per regulations.
- Indirect supervision of Graduate Student Interns includes providing oversight to training, work direction, and evaluation.
- Indirect supervision of Desk Assistants includes working with SSC to implement on-going training to provide effective customer service and to ensure mail is sorted per regulations.
- Indirect supervision of CAs includes assisting HDs in setting reasonable goals, providing support and structure, and providing work direction to their CAs. Additionally, ensure that CAs are meeting job expectations.
- Provide work direction to all CAs, HDs, Desk Assistants, and graduate assistants/interns during training sessions and throughout the year to accomplish goals of the Department and Department committees.
- The Assistant Director develops and implements work plans for each academic semester and the summer and assists or provides recommendations in implementing plans that span more than one year.

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.

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Supervisory Grid

This position participates in the process to hire, transfer, suspend, promote, discharge, assign work, reward, discipline, and direct work.

This position makes recommendations in the process to hire, transfer, suspend, promote, discharge, assign work, reward, discipline, and direct work.

This position makes final decisions in the process to assign work, reward, discipline, and direct work.