

UNIVERSITY OF SOUTHERN CALIFORNIA

Assistant Director, Residential Education

Job Code: 137631

OT Eligible: No

Comp Approval: 10/14/2016

JOB DESCRIPTION:

Oversees the day-to-day operations of multiple Residential Colleges/Communities. Serves as a Residential Review Hearing Officer and adjudicates high-level violations of the USC Housing contract that occur in the residence halls/apartments, including follow-up. Provides guidance in the development of behavioral standards appropriate to group living in an academic institution. Recruits, screens, hires, trains and directly supervises all assigned staff. Makes periodic visual inspections of areas for cleanliness, inventory, safety, and maintenance concerns. Responds to all emergency and crisis calls and assists Residential College Community Coordinators in managing situations. Participates in the development and administration of program budgets and recommends resource allocations. Participates in the compilation and analysis of needs assessment data and prepares status reports on program activities and results.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

- | | | |
|-------|-------|---|
| _____ | _____ | Oversees the day-to-day operations of multiple Residential Colleges/Communities. Assists with short and long-range planning and implementation of student activities, programs and events within the assigned residential areas. Provides support and guidance for Residential College Community Coordinators in all matters. Provides oversight for Residential Education Committees and department committees. Attends and participates in all required meetings. Serves on divisional committees and/or task forces, as assigned. Develops working relationships with key campus partners, including Residential Faculty. |
| _____ | _____ | Serves as a Residential Review Hearing Officer and adjudicates high-level violations of the USC Housing contract that occur in the residence halls/apartments, including follow-up. Serves as a University judicial hearing officer and adjudicates violations of the student conduct code in accordance with Student Judicial Affairs and Community Standards (SJACS). Tracks and monitors the judicial caseload and adjudication timeliness for all cases within the assigned residential area including providing guidance to Residential College Community Coordinators in their roles as hearing officers. |
| _____ | _____ | Provides guidance in the development of behavioral standards appropriate to group living in an academic institution. Assists in formulation of policies and procedures for the Office for Residential Education and methods for their implementation and enforcement. Assists with escalated cases of individual or group misconduct personally or through referral to the appropriate campus resources. |
| _____ | _____ | Recruits, screens, hires, trains and directly supervises all assigned staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Oversees onboarding and orientation of new employees to ensure that duties, responsibilities, work requirements and performance standards are clearly understood. Assesses staff development needs. Promotes staff participation in educational opportunities and activities. Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Monitors employee performance on day-to-day basis. Ensures timely completion of unit's work. |

- _____ _____ Makes periodic visual inspections of areas for cleanliness, inventory, safety, and maintenance concerns. Maintains building/community rosters and has accurate knowledge of hall vacancies in collaboration with USC Housing. Performs administrative tasks associated with hall closing and opening and participates in departmental staffing of check-in/out.
 - _____ _____ Responds to all emergency and crisis calls and assists Residential College Community Coordinators in managing situations. Provides conflict mediation, crisis intervention and appropriate follow-up. Determines appropriate forms of intervention if necessary and tracks situations through to satisfactory completion. Counsels students and/or coordinators in crisis situations, psychological emergencies, medical emergencies, and refers to appropriate external resources, as necessary. Serves on a weekly duty rotation to respond to crisis for the entire USC population on behalf of Student Affairs.
 - _____ _____ Participates in the development and administration of program and committee budgets and recommends resource allocations. Researches costs. Tracks, monitors and authorizes expenditures within established guidelines and University policies. Reports on variances. Provides financial status reports as requested. Maintains accurate records and receipt processing for procurement card and travel card system.
 - _____ _____ Participates in the compilation and analysis of needs assessment data and prepares status reports on program activities and results. Conducts preliminary analysis of data. Assists in the establishment of goals, allocation of resources and the on-going assessment of progress toward department objectives. Makes recommendations and offers solutions, options and strategies. Participates in the development of short and long-term plans for improving residential quality of life.
 - _____ _____ Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.
 - _____ _____ Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on University responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the University community; and notifies the Clery Compliance Coordinator in the Department of Public Safety.
- Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

Master's degree

Minimum Experience:

4 years

Minimum Field of Expertise:

Experience advising a student government or organization and/or students regarding various student services. Requires theoretical understanding in the area of student development. Strong interpersonal and written communication skills.

Preferred Field of Expertise:

Demonstrated experience in area of residential life including supervision of staff and budgeting Experience with both residence halls and university apartment style living and familiarity with an urban setting.

Skills: Other:

Analysis
Assessment/evaluation
Communication -- written and oral skills
Conflict resolution
Counseling
Interpretation of policies/analyses/trends/etc.
Knowledge of applicable laws/policies/principles/etc.
Networking
Organization
Public relations
Public speaking/presentations
Scheduling
Staff development
Supervisory skills
Teaching/training

Skills: Machine/Equipment:

Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Personal computer

Supervises: Level:

Supervises employees and/or student workers.

Supervises: Nature of Work:

Administrative

Comments:

Time requirements of this position are unusual and demanding.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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