

**UNIVERSITY OF SOUTHERN CALIFORNIA**  
**Residential College Community Coordinator**  
**Job Code: 137673**

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**OT Eligible:**                **No**

**Comp Approval:**        **10/4/2016**

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**JOB DESCRIPTION:**

Manages the day-to-day operations of a Residential College/Community. Serves as primary advisor for the Building Government. Assists in developing behavioral standards appropriate to group living in an academic institution. Recruits, screens, hires, trains and directly supervises all assigned staff. Maintains an awareness of the physical needs of the residence halls/apartments. Serves on a weekly emergency response rotation for all USC Housing facilities. Identifies and prioritizes problems and issues related to service area. Maintains a building/community budget including funds for programming, staff development, and office supplies. This position requires living in a residential hall or apartment.

**JOB ACCOUNTABILITIES:**

**\*E/M/NA    % TIME**

- |       |       |   |
|-------|-------|---|
| _____ | _____ | Manages the day-to-day operations of a Residential College/Community. Assists in the planning and execution of student activities, programs and events within the assigned residential area. Attends and participates in all required meetings. Serves on committees and/or task forces, as assigned. Develops working relationships with key campus partners, including Residential Faculty.   |
| _____ | _____ | Serves as primary advisor for the Building Government. Serves as referral agent to other departments such as the Student Counseling Center and Student Judicial Affairs and Community Standards (SJACS). Adjudicates violations of USC Housing contracts that occur in residence halls and apartments, including follow-up, as necessary.   |
| _____ | _____ | Assists in developing behavioral standards appropriate to group living in an academic institution. Ensures residents are aware of the rules and responsibilities of the housing system. Interprets and ensures proper administration and enforcement of the Office for Residential Education and University policies and procedures. Handles individual or group misconduct personally or through referral to the appropriate campus resource.  |
| _____ | _____ | 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. |
| _____ | _____ | Maintains an awareness of the physical needs of the residence halls/apartments. Walks floors of assigned building(s) weekly to assess environmental and safety conditions. Maintains building/community rosters and has accurate knowledge of vacancies in collaboration with USC Housing. Performs administrative tasks associated with hall closing and opening and participates in departmental staffing of check-in/out.  |

- \_\_\_\_\_ \_\_\_\_\_ Serves on a weekly emergency response rotation for all USC Housing facilities. Responds to all emergency and crisis calls and assists staff in managing situations. Informs leadership and other staff of any situations that may require intervention or follow-up. Counsels students in crisis situations, psychological emergencies, medical emergencies, and refers to appropriate external resources, as necessary. Provides assistance to graduate staff and resident assistants for conflict mediation, crisis intervention and appropriate follow-up.
  - \_\_\_\_\_ \_\_\_\_\_ Identifies and prioritizes problems and issues related to service area. Performs research, offers solutions, options and strategies. Refers to appropriate person or department as needed, and/or arranges for service. Gathers data as necessary.
  - \_\_\_\_\_ \_\_\_\_\_ Maintains a building/community budget including funds for programming, staff development, and office supplies. Maintains accurate records and receipt processing for procurement card and travel card systems. Provides projections and reports, as required, for development and administration of the budget.
  - \_\_\_\_\_ \_\_\_\_\_ 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:**

2 years

**Minimum Field of Expertise:**

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

**Preferred Field of Expertise:**

Demonstrated experience in area of residential life including supervision of student staff. 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
- Human resource process and employment knowledge
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Networking
- Organization
- Public relations
- 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 student, temporary and/or resource workers.

**Supervises: Nature of Work:**

Administrative

**Comments:**

This position serves in an evening and 24-hour weekend/holiday on duty system. Requires extensive weekend, holiday and evening work. Requires living in a residential hall or apartment.

**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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