

**UNIVERSITY OF SOUTHERN CALIFORNIA**

**Associate Director, Residential Education**

**Job Code: 137681**

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**OT Eligible: No**

**Comp Approval: 10/14/2016**

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**JOB DESCRIPTION:**

Serves as a Subject Matter Expert (SME) in the area of Residential Education. Serves as an appellant officer for Residential Review violations of the USC Housing contract that occur in the residence halls/apartments. Directly or indirectly manages program and administrative staff, usually through subordinate managers and supervisors. Serves as primary advisor for the Residential Student Government (RSG). Oversees the development of behavioral standards appropriate to group living in an academic institution. Regularly assesses the condition of facilities in collaboration with USC Housing and schedules requisite maintenance and upkeep of buildings. Responds to all emergency and crisis calls and assists subordinate staff in managing situations. Develops and administers program budgets and determines resource allocations. Oversees the compilation and analysis of needs assessment data and prepares status reports on program activities and results.

**JOB ACCOUNTABILITIES:**

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

_____	_____	Serves as a Subject Matter Expert (SME) in the area of Residential Education. Administers, advises and services the Residential Education program for multiple blocks of residence hall/apartment areas. Coordinates with Residential Faculty in setting goals and developing and implementing area-wide programs. Coordinates with Residential Education staff in supporting building and area student government, training students and staff on program development, and ensuring an inclusive and safe community. Oversees the development and implementation of a comprehensive program to enhance meaningful contact between residents and faculty in the Residential Colleges and Communities.
_____	_____	Serves as an appellant officer for Residential Review violations of the USC Housing contract that occur in the residence halls/apartments. Serves as a University judicial hearing officer and adjudicate violations of the student conduct code in accordance with Student Judicial Affairs and Community Standards (SJACS), including follow-up. Provides guidance in lower level cases as requested. Handles high-level violations or other cases requiring discretion personally through to satisfactory completion.
_____	_____	Directly or indirectly manages program and administrative staff, usually through subordinate managers and supervisors. Recruits, screens, hires, and trains staff, as necessary. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Recommends departmental goals and objectives, including workforce planning and compensation recommendations. Reassesses or redefines priorities as appropriate in order to achieve performance objectives. Recommends, approves and monitors professional training and development opportunities for staff.
_____	_____	Serves as primary advisor for the Residential Student Government (RSG). Serves as referral agent to other departments such as the Student Counseling Center and other campus resources.

- \_\_\_\_\_ Oversees the development of behavioral standards appropriate to group living in an academic institution. Provides guidance in the interpretation, administration and enforcement of the Office for Residential Education and University policies and procedures. Oversees cases of individual or group misconduct and works with appropriate campus resources.
- \_\_\_\_\_ Regularly assesses the condition of facilities in collaboration with USC Housing and schedules requisite maintenance and upkeep of buildings. Authorizes work within established limits. Makes periodic visual inspections of areas for cleanliness, inventory, and maintenance concerns. Creates space usage plans, policies, and guidelines. Develops comprehensive plans for facility upgrades, capital projects, changes to services offered, and long term space utilization in cooperation with USC Housing.
- \_\_\_\_\_ Responds to all emergency and crisis calls and assists subordinate staff 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 staff 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.
- \_\_\_\_\_ Develops and administers program budgets and determines resource allocations. Reviews changes requested by staff and project stakeholders and provides recommendations regarding budget, time, and scope implications. Makes major budgetary allocation decisions. Provides forecasts and financial status reports as needed. Negotiates and oversees subcontracted services as necessary. Maintains accurate records and receipt processing for procurement card and travel card system.
- \_\_\_\_\_ Oversees the compilation and analysis of needs assessment data and prepares status reports on program activities and results. Assists Residential Education staff in needs assessment, data analysis, and the development and implementation of programs, activities, and events. Analyzes and interprets data. Directs the establishment of goals, allocation of resources and the on-going assessment of progress toward unit objectives. Determines solutions, options and strategies. Oversees 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:**

6 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 organizational behavior and student development. Strong interpersonal and written communication skills. Experience with supervision and managing a team working towards goal completion.

**Preferred Field of Expertise:**

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

**Skills: Other:**

Analysis  
Assessment/evaluation  
Budget control  
Coaching  
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 employees and/or student workers.

**Supervises: Nature of Work:**

- Administrative
- Professional/Paraprofessional

**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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