



**Job Description: Resident Director**

<b>Employee Name:</b>	<b>Department Name/Org #:</b> Housing & Residence Life (Org# 51110)
<b>Reports To (Supervisor’s Name and Title):</b> Assistant Director of Residence Life	<b>Position Location /Address: Irby Hall</b> 29 McAlister Drive, New Orleans, LA 70118
<b>Position Shift / Work Schedule:</b> <b>Monday – Friday; 8:30am to 5:00pm</b> (evenings and weekends as needed)	<b>Approved by:</b> HRIE, Compensation <b>Date:</b> 2.3.21 <b>Career Band Level:</b> B2 <b>Pay Grade:</b> 22 <b>FLSA Status:</b> Exempt 375 <b>IPEDS:</b> Personal Care and Service Occupations (39-0000), Residential Advisors (39-9041)

**POSITION SUMMARY:**

The Resident Director is a professional staff member (live on) responsible for the overall functioning of their assigned residential areas. The primary responsibilities include initiating, implementing, maintaining, and evaluating efforts in the residential area that will result in educational, social, and cultural growth for the individual student and the entire living community. A Resident Director (RD) at Tulane University fulfills five primary areas within the Office of Housing and Residence Life: Staff Supervision, Community Development, Student Development, Departmental Responsibilities, and Administrative Duties. This position serves as a catalyst for student engagement in the residence hall communities and role models daily interactions with students for student staff.

**REQUIRED EDUCATION AND EXPERIENCE:**

- Bachelor’s degree from an accredited higher education institution by the date of hire
- 4 years directly related residence life work experience

**REQUIRED KNOWLEDGE, SKILLS, ABILITIES/COMPETENCIES:**

1. Ability to demonstrate commitment to personal and departmental development, professionalism, intercultural education, creativity, collaboration, and initiative.
2. Ability to supervise individuals from different backgrounds towards the goal of an inclusive, supportive educational environment.

3. Strong administrative and communication skills.

4. Ability to make sound decisions under pressure.

**PREFERRED EDUCATION AND EXPERIENCE:**

- Master’s degree in College Student Personnel or related field.
- Residence Life experience as well as previous student leadership experience.
- Crisis response and supervision experience with a focus on student development.

<b>ESSENTIAL FUNCTIONS OF THE JOB:</b>	<b>Typical % Allocation</b>
<p><b>Staff Supervision:</b></p> <ul style="list-style-type: none"> <li>• Maintains staff compliance with Housing &amp; Residence Life and University Policies.</li> <li>• Trains and supports Resident Advisors (RAs), Desk Service Coordinators (DSCs), and Senior Desk Service Coordinators (SDSCs) on an on-going basis to facilitate leadership and personal growth and development.</li> <li>• Supervise student engagement efforts within the residential curriculum by the RAs to ensure the attainment of department goals and expectations.</li> <li>• Plans and implements staff development to aid the RAs and desk staff in developing positive team dynamics and a cohesive team unit.</li> <li>• Supports and supervises RAs and DSCs in their administrative assignments ensuring accuracy, timeliness, and completeness.</li> <li>• Evaluates the performance of RAs on a semesterly basis.</li> <li>• Provides regular opportunities for staff to receive feedback about the quality and effectiveness of their work.</li> <li>• Attends and conducts weekly staff meetings and scheduled one-on-one contact with the RAs.</li> <li>• Develops and maintains staff awareness of campus/community issues through training, programming, individual contacts and role modeling.</li> <li>• Supports Residential Learning Communities (RLCs) in residential area and assist in the program(s)’ development and support.</li> <li>• Monitors work performance for accuracy and completeness in accordance with departmental goals and guidelines.</li> <li>• Assists with recruitment and training of student building staff (RAs, DSCs, SDSCs, and summer staff) in coordination and accordance with Assistant Director guidelines.</li> <li>• Assists with the opening and closing of the residence halls.</li> <li>• Ensures that information is disseminated in a timely manner.</li> <li>• Attends weekly Residence Life team meetings.</li> <li>• Collects and reviews reports from RAs (incident reports, curriculum, on-call, individual, etc).</li> </ul>	<p>20% of job</p>
<p><b>Community Development:</b></p>	<p>20% of job</p>

<ul style="list-style-type: none"> <li>• Develops and implements strategies to address the developmental needs of specific student populations in line with the departmental residential curriculum.</li> <li>• Designs proactive approaches to develop community values and ethical standards such as respect, courtesy, and compromise.</li> <li>• Serves as the primary advisors for Community Governments in each area; attending and facilitating regular group and individual meetings with executive board officers.</li> <li>• Facilitates an effective and supportive working relationship with the area's Community Government (CG) and the Residence Hall Association (RHA).</li> <li>• Serves as a guide to the student leaders and provide accurate resource information.</li> <li>• Offers assistance in the development of leadership skills and provides appropriate feedback for students and student staff.</li> <li>• Regularly attends area and all hall meetings.</li> <li>• Assists in the development and implementation of leadership training programs as assigned.</li> <li>• Coordinates and participates in area-wide and university-wide events and other events as assigned.</li> <li>• Assists faculty and staff associated with the Residential Learning Communities (RLCs) with engagement efforts and community promotion.</li> <li>• Coordinates initiatives utilizing the department's residential curriculum and residents' needs assessments.</li> <li>• Makes efforts to maintain an awareness of the issues of all residents, paying particular attention to the concerns of underrepresented student populations.</li> <li>• Supports and supervises RAs in their community development efforts through identifying resources, guidance, attendance and feedback.</li> <li>• Assists, monitors and encourages RAs to fulfill curriculum requirements according to departmental guidelines.</li> <li>• Accurately tracks community engagement efforts as outlined for the residential area.</li> <li>• Provides a high level of visibility and availability to students, while serving as a role model for students and staff.</li> <li>• Assesses needs of all student populations and implements appropriate programs and initiatives.</li> <li>• Assists with Resident Advisor selection and training.</li> <li>• Has a presence in the department, division, and institution through participation in university trainings, initiatives, and committees.</li> <li>• Works with faculty and faculty initiatives to reach RLC and departmental outcomes. Maintains records of community development and student development activity and submit reports assessing activity in a timely manner.</li> </ul>	
<p><b>Student Development:</b></p> <ul style="list-style-type: none"> <li>• Supports and administers all university, and departmental policies, regulations, and conduct standards.</li> <li>• Develops and maintains positive relationships with both residents and area staff that encourage on-going communication, mutual support, and respect.</li> <li>• Using student development theories, promotes individual and community responsibility and development in accordance with the departmental residential curriculum.</li> </ul>	20% of job

<ul style="list-style-type: none"> <li>• Addresses incidents of inappropriate behavior using an educational and developmental approach in informal interactions with students.</li> <li>• Serves as a hearing officer to effectively resolve cases of student misconduct within an educational and developmental framework.</li> <li>• Working within the limits of professional capabilities, assists students who have academic, vocational, and personal concerns. Makes appropriate referrals when necessary.</li> <li>• Manages situations involving various psychological, emotional, medical or other safety related emergencies or incidents in the residential community.</li> <li>• Participates in daily and weekend duty coverage. Staff will be expected to equally share responsibilities associated with duty coverage when classes are not in session and during vacation/holiday periods.</li> <li>• Responds to Incident Reports and other notifications of student concerns and issues in a timely manner.</li> <li>• Builds community in buildings by maintaining a regular presence.</li> <li>• Uses Resident Advisors individual reports and one-on-one meetings to identify students who may be at risk.</li> <li>• Contributes to on-going assessments of the university judicial code.</li> <li>• Responds appropriately to incidents occurring after hours in the residence hall while on duty and as otherwise needed. Holds judicial hearings as directed by the Assistant Director and administer developmental sanctions.</li> </ul>	
<p><b>Administration:</b></p> <ul style="list-style-type: none"> <li>• Coordinates and administers the Residential Life Program for a residence hall under the supervision of an Assistant Director, including both student development and operations components.</li> <li>• Maintains consistent hours in the residential area office to best serve students.</li> <li>• Attends and participates in staff development activities as outlined by the department.</li> <li>• Attends regularly scheduled departmental meetings.</li> <li>• Conducts assigned responsibilities associated with checking in/out students and other administrative processes related to housing residents in the Starrez system.</li> <li>• Maintains all appropriate hall documentation related to facilities management and inventory control (i.e., service requests, walk through reports, room condition reports, and fire alarm log, etc.).</li> <li>• Conducts regular building tours.</li> <li>• Investigates reported damages and implements the damage billing process as necessary and communicate to appropriate personnel.</li> <li>• Promotes and develops management procedures and practices that preserve and enhance the facilities by conducting equipment and building inventories on a regular basis.</li> <li>• Offers recommendations for the purchase of furnishings and equipment, the improvement of housekeeping services, preventative maintenance, vandalism programs and safety measures.</li> <li>• Coordinates and implements the distribution of keys and/or access cards.</li> <li>• Communicates related policies to both staff and residents especially at the beginning and the end of each semester.</li> <li>• Maintains appropriate judicial paperwork and follow-up with students on assigned sanctions.</li> </ul>	25% of job

<ul style="list-style-type: none"> <li>• In conjunction with the Office of Environmental Health Safety, assists in the execution of fire drills and health and safety inspections as scheduled by the department.</li> <li>• Completes end-of-semester reports by designated deadlines.</li> <li>• Manages community and roommate agreements for specific buildings, floors, apartments, and/or rooms.</li> <li>• Manages the front desk staff including training, inspections, scheduling, and performance evaluations.</li> <li>• Ensures the desk operates with a welcoming and responsive service level while providing security for the community it serves.</li> <li>• Provides a visible and positive professional presence in the residence halls.</li> <li>• Attends all required meetings and professional development activities.</li> <li>• Represents the university in a professional manner.</li> <li>• Completes assigned projects, reports, and inventories as directed by the department in the time allotted.</li> <li>• Ensures that students have completed roommate contracts by the 3<sup>rd</sup> week of the semester.</li> <li>• Returns all phone calls/messages within 24 hours.</li> <li>• Other duties as assigned by supervisor(s).</li> </ul>	
<p><b>Departmental Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Actively supports and complies with all University policies, departmental regulations and departmental vision and goals.</li> <li>• Maintains a visible presence in the residence halls as a live-in professional.</li> <li>• Engages in positive, professional interactions with students after business hours to promote community development.</li> <li>• Maintains positive relationships with other University departments (i.e., Tulane University Police Department, Counseling and Psychological Services, Student Health Services, etc.).</li> <li>• Assists in the recruitment and selection of Residence Life staff.</li> <li>• Participates in departmental training sessions as scheduled.</li> <li>• Actively serves and participates in departmental committees as assigned.</li> <li>• Supports and assists in the implementation of summer projects, including but not limited to summer housing, training, manual reviews, orientation and conference groups.</li> <li>• Performs other duties as assigned by the director, associate directors, and assistant directors.</li> <li>• Provides in-person assistance and presence during semesterly opening and closing weeks as well as the week surrounding the Mardi Gras holiday.</li> <li>• Assists in fulfilling duties of vacant positions within the department.</li> <li>• Provides a visible and stable presence in the halls through positive interactions with all building residents and constituents.</li> <li>• Maintains relationships with campus partners.</li> <li>• Participates in departmental initiatives through individual and committee contributions.</li> </ul>	10% of job
<p><b>Function:</b></p> <ul style="list-style-type: none"> <li>• Performs other duties as requested or required, whether specifically mentioned in this job description.</li> </ul>	5% of job

<ul style="list-style-type: none"> <li>Exhibits a willingness to assume additional duties. Seeks the guidance of immediate supervisor prior to beginning an unfamiliar assignment.</li> </ul>	
<b>Total Essential Percentage Allocation for All Essential Functions</b>	<b>100%</b>

This position is considered **ESSENTIAL – Level 3**. This means that the nature of this position’s work often requires you to be present and/or available to support students who are experiencing crisis, both during and outside of normal business hours. While you are not expected to be always available, you should expect to be on a rotating on-call schedule for when you may be required to respond to critical incidents on campus. Additionally, this means that when there is an emergent situation at the university, you will be called upon to fill a critical role. This includes but is not limited to the university’s response to hurricanes before, during and after the event, and other weather incidents. You should not assume that being in this category means that you must remain in New Orleans for every critical incident, but it does mean that you will have responsibilities during critical incidents. Your individual supervisor will discuss the nature of your specific responsibilities as they are able to do so.

Failure to comply with your duties as an essential employee as requested by your supervisor may result in disciplinary action as outlined in the Staff Handbook.

**UNIVERSAL PERFORMANCE STANDARDS:**

**Completes** all assigned duties by established deadlines and in accordance with established or defined protocols, policies, and procedures.

**Apprises** supervisor of issues that might impede timely completion of assigned duties and/or departmental projects.

**Exercises** sound judgment and discretion at all times and maintains cooperative working relationships with both internal and external constituencies and co-workers.

**Exhibits** a willingness to perform other duties as requested or required efficiently and timely.

**Complies** with all policies and procedures as stipulated in the Tulane Staff Handbook.

**Financial Responsibility: Yes, Amount \$5000**

Note: Financial responsibility includes authority to use a P-card and engage in departmental purchasing, departmental petty cash funds, departmental budgets, and/or financial management of other assigned accounts.

**Supervisory Responsibility: Yes** Supervision of student Resident Advisor staff in coordination with Assistant Director.

**Is this position at risk of exposure to blood-borne pathogens or tuberculosis?** X\_\_No \_\_Yes, at risk of exposure to blood-borne pathogens \_\_Yes, at risk of exposure to tuberculosis

**HIPAA STATEMENT:** Employee provides services associated to the Tulane University Medical Group, its participating physicians and clinicians, which is a covered entity under the HIPAA rule. In the scope of

performing functions, including but not limited to management, administrative, financial, legal and operational support services, I may have access to Protected Health Information (PHI), which is information, whether oral, written, electronic, visual, pictorial, physical, or any other form, that relates to an individual's past, present or future physical or mental health status, condition, treatment, service, products purchased, or provision of health care and which reveals the identity of the individual, whose health care is the subject of the information, or where there is reasonable basis to believe such information could be utilized to reveal the identity of that individual.

Yes  No

**Is the incumbent in this position exposed to animals or animal tissues in conjunction with education or research?**

No  Yes, and I understand that I must participate in the Animal Handler Health Surveillance Program, which is coordinated by the Office of Environmental Health and Safety.

**SIGNATURES: In signing below, I certify that this job description is an accurate representation of the responsibilities of this position.**

<hr/> Employee	<hr/> Date
<hr/> Supervisor	<hr/> Date

**Note: This job description is not an employment contract and may be modified at any time at the discretion of the department or university.**