



Job Description: Resident Director

Employee Name:	Department Name: Housing & Residence Life
Reports To (Supervisor’s Name and Title): Assistant Director of Residence Life	Position Location /Address: Irby Hall 27 McAlister Drive, New Orleans, LA 70118
Position Shift / Work Schedule: Monday – Friday; 8:30am to 5:00pm (evenings and weekends as needed)	
	Approved by: HR, Compensation Date: 1.6.20 CB/PG: B2.22 FLSA Status: Exempt 375

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 and 6 years’ directly related residence life work experience.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES/COMPETENCIES TYPICALLY NEEDED TO PERFORM THIS JOB SUCCESSFULLY:

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.

SPECIAL REQUIRED ABILITY FOR INCUMBENTS WHO HAVE CONTACT OR EXPOSURE TO ANIMALS OR ANIMAL TISSUES:

Ability to complete and pass successfully the required occupational health screening referenced in the University's Animal Handler Health Surveillance Program on an annual basis.

REQUIRED BACKGROUND CHECK, PHYSICAL, AND DRUG SCREENING FOR INCUMBENTS WHO HAVE CONTACT OR EXPOSURE TO ANIMALS OR ANIMAL TISSUES:

Selected candidates must complete and pass a background check and an occupational health screening as a condition of employment. For identified jobs, a drug screening will also be required. The background investigation, required occupational health screening, and any required drug screening will be conducted after a conditional employment offer has been extended.

PREFERRED QUALIFICATIONS:

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

ESSENTIAL FUNCTIONS:

An incumbent assigned this classification will perform some or all of the following universal essential functions approximately 95 percent of their time:

ESSENTIAL FUNCTIONS OF THE JOB:	Typical % Allocation
<p>Function: Administration</p> <p>Performance Standards:</p> <ul style="list-style-type: none"> • 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. • Maintains consistent hours in the residential area office to best serve students. • Attends and participates in staff development activities as outlined by the department. • Attends regularly scheduled departmental meetings. • Conducts assigned responsibilities associated with checking in/out students and other administrative processes related to housing residents in the Starrez system. • Records any changes in housing rosters and communicate any inconsistencies to operations staff. • Maintains all appropriate hall documentation related to facilities management and inventory control (i.e., service request log, weekly walk through reports, room condition reports, and log of emergency calls, etc.). • Conducts regular building tours. • Investigates reported damages and implements the damage billing process as necessary and communicate to appropriate personnel. • Promotes and develops management procedures and practices that preserve and enhance the facilities by conducting equipment and building inventories on a regular basis. • Offers recommendations for the purchase of furnishings and equipment, the improvement of housekeeping services, preventative maintenance, vandalism programs and safety measures. • Coordinates and implements the distribution of keys and/or access cards. 	<p>25% of job</p>

<ul style="list-style-type: none"> • Communicates related policies to both staff and residents especially at the beginning and the end of each semester. • Maintains appropriate judicial paperwork and follow-up with students on assigned sanctions. • 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. • Completes sections of the end-of-semester reports by designated deadlines. • Manages community and roommate agreements for specific buildings, floors, apartments, and/or rooms. • Manages the front desk staff including training, inspections, scheduling, and performance evaluations. Ensures the desk operates at the determined service level while providing security for the community it serves. • Has a presence in the residence halls. • Attends all required meetings and professional development activities. • Represents the university in a professional manner. • Completes assigned projects, reports, and inventories as directed by the department in the time allotted. • Ensures that students have completed roommate contracts by the 3rd week of the semester. • Maintains facilities through regular building walk-throughs and inventory accountings. • Returns all phone calls/messages within 24 hours. • Other duties as assigned by supervisor(s). 	
<p>Function: Community Development</p> <p>Performance Standards:</p> <ul style="list-style-type: none"> • Develops and implements strategies to address the developmental needs of specific student populations in line with the departmental residential curriculum. • Designs proactive approaches to develop community values and ethical standards such as respect, courtesy, and compromise. • Facilitates an effective and supportive working relationship with the area's Community Government (CG) and the Residence Hall Association (RHA). • Serves as a guide to the student leaders and provide accurate resource information. • Offers assistance in the development of leadership skills and provides appropriate feedback. • Regularly attends area and all hall meetings. • Assists in the development and implementation of leadership training programs as assigned. • Coordinates and participates in area-wide and university-wide events and other events as assigned. • Assists faculty associated with the Residential Learning Communities with programming efforts, and promote the area programs and activities being sponsored by the specific RLC. • Coordinates initiatives utilizing the department's community building and programming model, and resident needs assessments. 	<p>20% of job</p>

<ul style="list-style-type: none"> • Makes efforts to maintain an awareness of the issues of all residents, paying particular attention to the concerns of underrepresented student populations. • Supports and supervises RAs in their community development efforts through identifying resources, guidance, attendance and feedback. • Assists, monitors and encourages RAs to fulfill programming requirements according to departmental guidelines. • Accurately tracks community development efforts as outlined for the residential area. Submits reports once a month. • Provides a high level of visibility and availability to students, while serving as a role model for students and staff. • Advises Community Governments in each area including regular meetings with officers. • Assesses needs of all student populations and implement appropriate programs and initiatives. • Assists with Resident Advisor selection and training. • Has a presence in the department, division and institution through participation in university trainings, initiatives, and committees. • 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. 	
<p>Function: Student Development</p> <p>Performance Standards:</p> <ul style="list-style-type: none"> • Supports and administers all university, and departmental policies, regulations, and conduct standards. • Develops and maintains positive relationships with both residents and area staff that encourage on-going communication, mutual support, and respect. • Using student development theories, promotes individual and community responsibility and development in accordance with the departmental residential curriculum. • Addresses incidents of inappropriate behavior using an educational and developmental approach in informal interactions with students. • Serves as a hearing officer to effectively resolve cases of student misconduct within an educational and developmental framework. • Working within the limits of professional capabilities, assists students who have academic, vocational, and personal concerns. Makes appropriate referrals when necessary. • Manages situations involving various psychological, emotional, medical or other safety related emergencies or incidents in the residential community. • 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. • Responds to Incident Reports and other notifications of student concerns and issues in a timely manner. • Builds community in buildings by maintaining a regular presence. • Uses Resident Advisors individual contact reports and one-on-one meetings to identify students who may be at risk. • Contributes to on-going assessments of the university judicial code. 	<p>20% of job</p>

<ul style="list-style-type: none"> • 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. 	
<p>Function: Staff Supervision</p> <p>Performance Standards:</p> <ul style="list-style-type: none"> • Maintains staff compliance with established Residence Life and University Policies. • Trains and supports Resident Advisors (RAs) and Desk Service Coordinators (DSCs) on an on-going basis to facilitate leadership and personal growth and development. • Supervise student engagement efforts within the residential curriculum by the RAs to ensure the attainment of department goals and expectations. • Plans and implements staff development to aid the RAs and DSCs in developing positive team dynamics and a cohesive team unit. • Supports and supervises RAs and DSCs in their administrative assignments ensuring accuracy, timeliness, and completeness. • Evaluates the performance of RAs on a regular basis. • Provides opportunities for staff to receive feedback about the quality and effectiveness of their work. • Formally evaluates the performance of RAs during the fall and spring semesters. • Attends and conducts weekly staff meetings and scheduled one-on-one contact with the RAs. • Develops and maintains staff awareness of campus/community issues through training, programming, individual contacts and role modeling. • Supports Residential Learning Communities (RLCs) in residential area and assist in the program(s)' development and support. • Conducts weekly one-on-one meetings with building staff members and monitor work performance for accuracy and completeness in accordance with Departmental goals and guidelines. • Assesses the performance of Resident Advisor staff members on a regular basis and formally once a semester in a departmental evaluation. • Assists with recruitment and training of student building staff (RAs and DSCs) in coordination and accordance with Assistant Director guidelines. 	<p>20% of job</p>

<ul style="list-style-type: none"> • Assists with the opening and closing of the residence halls. • Ensures that information is disseminated in a timely manner. • Conducts weekly staff meetings. • Attends weekly management team meetings • Collects weekly individual contact reports from each resident advisor. 	
<p>Function: Departmental Responsibilities</p> <p>Performance Standards:</p> <ul style="list-style-type: none"> • Actively supports and complies with all University policies, departmental regulations and departmental vision and goals. • Maintains a visible presence in the residence halls as a live-in professional. • Engages in positive, professional interactions with students after business hours to promote community development. • Maintains positive relationships with other University departments (i.e., Tulane University Police Department, Counseling and Psychological Services, Student Health Services, etc.). • Assists in the recruitment and selection of Residence Life staff. • Participates in departmental training sessions as scheduled. • Actively serves and participates in departmental committees as assigned. • Supports and assists in the implementation of summer projects, including but not limited to summer housing, training, manual reviews, orientation and conference groups. • Performs other duties as assigned by the director, associate directors, and assistant directors. • Assists in fulfilling duties of vacant positions within the department. • Provides a visible and stable presence in the halls through positive interactions with all building residents and constituents. • Maintains relationships with campus partners. • Participates in departmental initiatives through individual and committee contributions. 	10% of job
<p>Function: Performs other duties as requested or required, whether or not specifically mentioned in this job description.</p> <p>Performance Standards: Exhibits a willingness to assume additional duties. Seeks the guidance of immediate supervisor prior to beginning an unfamiliar assignment.</p>	5% of job
<p>Total Essential Percentage Allocation for All Essential Functions</p>	<p>100%</p>

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: No Supervision of student Resident Advisor staff in coordination with Community Director.

Is this position at risk of exposure to blood-borne pathogens or tuberculosis? 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.

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Employee	Date
_____ Supervisor	_____ 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.