



RHODE ISLAND COLLEGE JOB DESCRIPTION

Position classification: PSA
Date created or revised: 11/9/2022
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Assistant Director of Residential Life and Housing - Operations
Status: Full-time, 35 hours/week. Includes some evenings, weekends and/or holidays hours as required.
Grade: 12
Union Affiliation: PSA@RIC (Professional Staff Association)
Reports to: Director of Residential Life and Housing

PRIMARY PURPOSE:

The Assistant Director of Residential Life and Housing Operations is responsible for occupancy management, oversight of marketing and communications, IT and housing systems, summer and break housing, and student housing operations. The successful candidate will have experience working with diverse student populations and understand the value that living on campus contributes to the success of college students. In addition, the Assistant Director of Residential Life and Housing Operations is responsible for the central administrative support functions of the department, including housing facilities management, room assignments and changes, damage billing, student accounts, residential life security and safety, customer service, and departmental marketing. When needed, the position may involve other areas of student contact and staff training as designated by the Director of Residential Life and Housing.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- Directly supervise front desk administrative staff and oversee the hiring and ongoing training of 6 -10 undergraduate work-study Office Assistants and Summer Undergraduate Moving Crew.
- Ensure that the main office provides a welcoming, effective, and inclusive environment.
- Work in collaboration with the Director of College Events and Conference Services to oversee the summer housing program and summer conferences.
- Coordinate the room assignments process to ensure accurate occupancy records, including housing contract generation, regulation of room change requests and housing withdrawals, room offerings and assignments, student billing and accounts, publication of occupancy reports, forecasting of future occupancy trends, determination of future living options, and mediation of roommate conflicts resulting in room change requests.
- Supervise Residence Hall Directors in their coordination of assignments/room changes, inventory process, and maintenance requests/projects. Organize and approve early and late arrivals for all openings and closings.
- Develop, implement, and manage on-going residential life and housing technology including a housing management system, and training to support the goals and objectives of the Office. Serve as the department's liaison to the Web Manager and act as the contact point for the Rhode Island College and Internet community.
- The Assistant Director of Residential Life and Housing is part of the larger Student Success team. The person in this position will join the other members of the Student Success team in an admin emergency on-call rotation. The on-call rotation includes on-campus emergencies, 2-3

weeks per semester or as needed, potentially responding to emergencies in all areas of residential living.

- Develop and implement marketing strategies to strengthen residence hall occupancy.
- Coordinate all areas of Residential Life and Housing operations and facilities with department staff and Director of Facilities and Operations. Provide input to the Director of Residential Life and Housing regarding plans for facility renovations, furniture purchases and distributions, budget development, and long-term capital improvements.
- Maintain proper reporting procedures for housekeeping and maintenance needs with Physical Plant Office. Review, approve, and route all maintenance requests generated for the residence halls.
- Follow up to ensure completion of work in acceptable and timely manner. Conduct facility inspections.
- Handle fire safety issues in coordination with the Physical Plant and coordinate and supervise drills. Supervise health and safety inspections of the residence halls.
- Assist Director with the administration of the summer programs and conferences. Hire, schedule and supervise summer staff. Provide services to conferences and other special groups utilizing the residence halls.
- Counsel students on residential life and personal concerns/issues and make referrals when necessary.
- Participate in various departmental and College committees as assigned by the Director and/or the Vice President for Student Success.

Occasional Job Functions:

Perform other duties and responsibilities as assigned by the Director of Residential Life and Housing.

REQUIRED QUALIFICATION STANDARDS:

Education:

Master's degree in Counseling, Student Personnel Administration, Higher Education or related field.

Experience:

- A minimum of three years' post-Master's degree full-time experience in residential life and housing facilities management or related field.
- Experience supervising staff.

Skills, Knowledge and Abilities:

- Knowledge of current integrated computer technology and proficiency in word processing and spreadsheet software.
- Strong communication, organizational and interpersonal skills.
- Problem solving and conflict resolution skills.
- Ability to handle multiple projects/duties simultaneously.
- Ability to work non-standard hours.

ENVIRONMENTAL CONDITIONS:

The employee is not exposed to known adverse environmental conditions.

The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.

As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.