

**ASSISTANT DIRECTOR**  
**Office for Residential Education**  
**Position Description**

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The Residential Education staff at the University of Southern California provides housing and support services for 9,500 students living within USC Housing. The Assistant Director (AD) position is a full-time, live-in professional staff member who plays an integral role in creating a residential life program that encourages student and community engagement. This leadership role within the Office for Residential Education, is responsible for the development of a supportive living and learning environment within an assigned residential area ranging in size from 1500 to 2000 residents. The Assistant Directors play a significant role in furthering the mission of the University of Southern California, the strategic initiatives of the Division of Student Affairs and the mission, vision, and core values of the Office for Residential Education. This position performs a variety of important daily operation tasks including supervision of professional staff, adjudicating residential and campus judicial cases, managing an area budget, serving as a liaison to housing, providing oversight for 1-3 Residential Education committees, and serving on divisional committees or task forces.

Under the supervision of an Associate Director, the Assistant Director is responsible for the direct supervision, training, and evaluation of 3-5 Residential Community/College Coordinators (RCCs) and the indirect supervision, training, and evaluation of 3-5 Graduate Residential College/Community Coordinators (GRCCs) and 35-55 student staff (Resident Assistants). In addition to the essential duties listed, the ADs provide overall vision and leadership in the development of a robust academic and social environment for residents, while creating and maintaining a high level of safety, security, and well-being for all residents.

**Essential Duties and Responsibilities include the following:**

1. Supervise, train, and evaluate 3-5 Residential Community/College Coordinators (professional hall directors)
2. Indirectly supervise, train, and evaluate 3-5 GRCCs and 35-55 student staff (Resident Assistants)
3. Manage, track, and reconcile an area budget of approximately \$70,000
4. Participate in a 24/7 on-call duty and emergency response system for the entire USC population of 44,000+ students
5. Serve as a judicial hearing officer within the Residential Review process and campus judicial process
6. Provide oversight for 1-3 Residential Education committees
7. Provide advice, support, assistance and referrals to all Residential Education staff as well as residents
8. Provide resources and support for the activities and programs in the building/community
9. Serve on divisional committees or task forces
10. Perform administrative functions for day-to-day operation of the assigned residence hall/area
11. Assist with the maintenance of residence halls in cooperation with USC Housing
12. Maintain a weekly work schedule with a minimum of 40 hours/week for residents and staff. Evening office hours are expected. Additionally, there will be periodic weekend commitments
13. Other duties as assigned by the departmental leadership

**Qualifications:**

The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education:** Master's Degree in college Student Personnel, Higher Education/Student Affairs or Human Services field is required.
- **Work Experience:** An ideal candidate will have at least four years of post-Master work experience within residence life as well as someone who has demonstrated leadership ability and ability to work effectively with staff and students.
- **Supervision Experience:** Requires a minimum of four years of supervisory experience

**Compensation:**

Salary \$55,000 (12-month, live-in position). Furnished 2-bedroom apartment, meal package, and full university benefits. A limited amount of professional development funds are available annually.

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## Specific Duties and Responsibilities

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### **Staff Training, Supervision, and Development**

- Supervise, train, and evaluate 3-5 Residential Community/College Coordinators (professional hall directors)
- Indirectly supervise, train, and evaluate 3-5 GRCCs and 35-55 student staff (Resident Assistants)
- Coordinate training for Senior Staff during Fall Training (July/August) and Winter Training (January)
- Participate and create professional development sessions throughout the year for both RCCs and GRCCs
- Provide staff direction, support, and professional development during bi-weekly area meetings and one-on-one meetings
- Attend regularly scheduled one on one meetings with your RCCs and GRCCs (direct reports)
- Provide routine performance evaluations of RCCs and indirectly for GRCCs and Resident Assistants
- Create a supportive environment that promotes the professional and personal development of each staff member

### **Administrative Functions**

- Develop a working knowledge of the Office for Residential Education operations
- Manage the residential life operations of an area consisting of 1500 to 2000 residents
- Maintain work schedule designed to provide maximum accessibility and involvement with staff and students. It is expected that the Assistant Director will be available during periodic night and weekend commitments
- Demonstrate effective communication, planning, and organizational skills as they relate to job responsibilities
- Maintain an awareness of the physical needs of the residential area
- Perform administrative tasks associated with hall closing and opening and participate in departmental staffing of check-in/out
- Develop a working relationship with the University of Southern California Department of Public Safety
- Maintain office management information and supplies for the area
- Maintain area rosters and have accurate knowledge of hall vacancies in collaboration with RCCs and USC Housing
- Provide resources and support for the activities and programs in the building/community
- Assist with the maintenance of residence halls in cooperation with USC Housing

### **Student Conduct Responsibilities**

- Ensure proper administration and enforcement of the Office for Residential Education and University policies and procedures
- Serve as a Residential Review Hearing Officer and adjudicate violations of the USC Housing contract that occur in the residence halls/apartments, including follow-up and intentional educational sanctioning
- Serve as a university judicial hearing officer and adjudicate violations of the student conduct code in accordance with Student Judicial Affairs and Community Standards (SJACS)
- Track and monitor the judicial case load and adjudication timeliness for all cases held by RCCs and GRCCs in their area

### **Duty Responsibilities**

- Participate in a 24/7 on-call duty and emergency response system for the entire USC population of 44,000+ students
- While on duty, serve as a resource to all RCCs, GRCCs, and Resident Assistants. Being on duty requires the Assistant Director to be within a 15-minute response time to campus. On duty staff will respond to all calls. Weekday duty is 24-hour coverage until 8:30 am the following day. Weekend/Holiday duty is 24-hour coverage beginning on Friday until 8:30 am on Monday.
- The On-Duty Assistant Director will follow duty procedures and respond to all emergency and crisis calls and assist all staff in managing these situations
- The On-Duty Assistant Director will keep the Director for Residential Education and Student Affairs Executive Leadership Team informed of life-threatening emergencies or serious disruptions that may require campus intervention or follow-up
- Notify appropriate staff members regarding situations that impact the residence halls and/or students in the residence halls
- Input all student of concern information and communication into the CARE system

### **Budgeting Functions**

- Manage, track, and reconcile an area budget of approximately \$70,000
- Maintain an area budget including staff funds, faculty funds, professional development, and office supplies
- Maintain accurate records and receipts for the Quali financial reconciliation processes
- Track and approve all financial reconciliation and expenses by the RCCs and GRCCs in your area

## **Student Development Functions**

- Incorporate student development theory and knowledge into daily practices and decision-making
- Provide advice, support, assistance and referrals to all Residential Education staff as well as residents
- Be available for referral and counseling needs, conflict mediation, crisis intervention and appropriate follow-up
- Develop working relationship with Residential Faculty through regular meetings and on-going communication
- Serve as a referral agent to other departments including the Office for Wellness and Health Promotion, Student Judicial Affairs & Community Standards, Student Counseling Center, Student Support & Advocacy, and other University related services

## **Departmental Duties**

- Attend, participate, and sometimes lead the bi-weekly Department meetings
- Attend, lead, and participate in bi-weekly Area meetings
- Attend and participate in weekly Residential Education Leadership Team meetings
- Attend regularly scheduled one on one supervisory meetings with the Associate Director
- Assist in the recruitment and selection of RCCs and other professional staff members
- Assist in the recruitment and selection of GRCCs and Resident Assistants
- Assist in the departmental training of professional and student staff members
- Provide oversight for 1-3 Residential Education committees
- Serve on divisional committees or task forces (as assigned)
- Develop working relationships with key campus partners, including but not limited to: Department of Public Safety (DPS), Office for Wellness and Health Promotion, Student Judicial Affairs & Community Standards, Office of the Vice President, Fraternity and Sorority Leadership, Parent Programs, Student Counseling Center, Student Support & Advocacy, and the Student Affairs resource centers
- Attend events and programs sponsored by the department and/or the Division of Student Affairs, including those that periodically occur on weekends and evenings
- Wear appropriate attire for office hours, central staff functions, and all meetings
- Other duties as assigned by the department

## **Programming and Community Building**

- Support the overall mission of RSG and the individual Building Governments in each area
- Support the implementation of Resident Assistant community engagement model
- Attend programs, meetings, and activities offered by student staff and hall council (when applicable)
- Participate and support w residential faculty programming, including Faculty Master Dinners
- Encourage, evaluate, and implement changes in a wide variety of developmental programs
- Promote safety and security awareness in the assigned hall(s) through educational programming

## **Mission Related Responsibilities**

- Foster an atmosphere in the residence halls that supports the departmental, division and University missions
- Promote social justice through daily practices and policies as well as through programming initiatives and community building
- Develop and promote a housing community that is culturally inclusive

## **Professional Development**

- Participate in professional development opportunities sponsored by the Office for Residential Education and the Division of Student Affairs
- A limited amount of professional development funds are available annually to attend workshops or conferences supported by their individual professional development plan
- Assistant Directors have additional opportunities to serve on division and university committees; adjudicate higher level student conduct cases; facilitate professional development; recruit professional staff members at conferences; and additional duties upon request and evaluation of performance