

RESIDENTIAL COLLEGE/COMMUNITY COORDINATOR

Office for Residential Education

Position Description

The Residential Education staff at the University of Southern California provides housing and support services for 9,500 students living within USC Housing. The Residential College/Community Coordinator (RCC) is a full-time, live-in professional staff member who plays an integral role in creating a residential community that encourages student and community engagement. RCCs are expected to incorporate the mission, vision, and core values of Residential Education into their work while at USC. This position performs a variety of important daily operation tasks including supervision of student staff, advising of student leadership, adjudicating residential judicial cases, managing their community's budget, and serving on department committees.

Under the supervision of an Assistant Director, the RCC is responsible for the direct supervision, training, and evaluation of 1-2 Graduate Residential College/Community Coordinators and 7-16 student staff (Resident Assistants). In addition, the RCC is responsible for advising their community's building government. In addition to the essential duties listed, the RCCs provide 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 7-16 Resident Assistants and possibly 1-2 Graduate Residential College/Community Coordinators
2. Advise a Building Government while supporting the overall mission of RSG (Residential Student Government)
3. Participate in the departmental 24/7 on-call duty and emergency response system for the residential community
4. Provide advice, support, assistance and referrals to resident students regarding academic, housing, personal or other concerns
5. Provide resources and support for the activities and programs in the building/community
6. Serve as a judicial hearing officer within the Residential Review process
7. Serve as a chair or representative on one departmental committee/task force
8. 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
9. Perform administrative functions for day-to-day operation of the assigned residence hall/area
10. Other duties as assigned by the departmental leadership
11. Assist with the maintenance of residence halls in cooperation with USC Housing

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 two 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 two years of supervisory experience

Compensation:

- Salary \$46,800 (12-month, live-in position).
- Furnished 1-2 apartment or suite, meal package, and full university benefits.
- A limited amount of professional development funds are available annually.

Specific Duties and Responsibilities

Staff Training, Supervision, and Development

- Supervise, train, and evaluate 7-18 Resident Assistants and possibly 1-2 Graduate Residential College/Community Coordinators
- Coordinate training for RAs and Senior Staff during Fall Training (July/August), Winter Training (January), Spring Training (March/April), and in-area training throughout the year
- Provide staff direction, support, and professional development during weekly staff meetings and one-on-one meetings
- Provide routine performance evaluations of Resident Assistants and Graduate Assistants
- Create a supportive environment that promotes the professional and personal development of each student staff member

Administrative Functions

- Develop a working knowledge of the Office for Residential Education operations
- Manage the day to day operations of a housing community ranging from 250-1,000 beds
- Maintain work schedule designed to provide maximum accessibility and involvement with students and staff. It is expected that the Residential College/Community Coordinator will be available to students and staff in the evening hours and during periodic weekend commitments
- Demonstrate effective communication, planning, and organizational skills as they relate to job responsibilities
- Maintain an awareness of the physical needs of the residence halls
- Walk the floors of assigned building(s) weekly to assess environmental and safety conditions
- 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
- Maintain building/community rosters and have accurate knowledge of hall vacancies in collaboration 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

Duty Responsibilities

- Serve in an evening and 24-hour weekend/holiday duty system. While on duty, serve as a resource to all Resident Assistants. Being on duty requires the Residential College/Community Coordinator to be on campus or within the duty perimeter. On duty staff will carry a duty mobile phone and 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 Residential College/Community Coordinator will follow duty procedures and respond to all emergency and crisis calls and assist all staff in managing these situations
- The On-Duty Residential College/Community Coordinator will keep the leadership staff informed of emergencies or serious disruptions that may require 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

- Maintain a building/community budget including funds for programming, faculty funds, and office supplies
- Maintain accurate records and receipts for the Quali financial reconciliation processes

Student Development Functions

- Incorporate student development theory and knowledge into daily practices and decision-making
- Be available to Resident Assistants and students 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 and participate in bi-weekly Department meetings
- Attend and participate in bi-weekly Area meetings
- Attend and participate in weekly RCC meetings
- Attend regularly scheduled one on one supervisory meetings with the Assistant Director
- Assist in the recruitment and selection of Graduate Residential College/Community Coordinators and Resident Assistants
- Assist in the departmental training of student staff members
- Participate in committees/task forces established by the Office for Residential Education and the Division of Student Affairs
- 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

- Serve as primary advisor or co-advisor (with GRCC) to Building Governments while supporting the overall mission of RSG
- Assist with the implementation of Resident Assistant community engagement model (intentional interactions and programming)
- Attend programs, meetings, and activities offered by student staff and hall council
- Participate and help with all residential faculty programming, including Faculty Master Dinners
- Serve as a programming resource for staff and students, providing information about the campus and community contacts
- 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
- Residential College/Community Coordinators have additional opportunities to co-instruct Emerging RA Development (5-week RA training class); 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