

ASSOCIATE DIRECTOR
FOR RESIDENTIAL OPERATIONS

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 Associate Director position is a full-time, professional staff member who plays an integral role in creating a residential life program that encourages student and community engagement and development of a supportive living and learning environment. The Associate 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, implementing Residential Education strategic initiatives, adjudicating residential and campus judicial cases, managing budgets, serving as a liaison to housing, providing general oversight for Residential Education committees, and serving on divisional committees or task forces.

Under the supervision of the Senior Director for Residential Education, the Associate Director for Residential Operations is responsible for the direct supervision, training, and evaluation of 3 Assistant Directors (ADs) and the indirect supervision, training, and evaluation of the Area ADs, the Residential Community/College Coordinators (RCCs), Graduate Residential College/Community Coordinators (GRCCs), Graduate Assistants, and Resident Assistants. In addition to the essential duties listed, the Associate Directors 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. Oversee five major areas of residential operations including
 - a) Residential Expectations & Community Standards (residential conduct)
 - b) Care, Crisis, & Mental Health
 - c) Selection & Training
 - d) Assessment Initiatives
 - e) Emergency Response & Duty System
2. Supervise, train, and evaluate 3 Assistant Directors (ADs)
3. Indirectly supervise, train, and evaluate the Area ADs, RCCs, GRCCs, graduate assistants and Resident Assistants.
4. Manage, track, and coordinate the reconciliation of the Assistant Director's budgets, totaling approximately \$1m+
5. Participate in a 24/7 on-call duty and emergency response system for the entire USC population of 44,000+ students
6. Serve as an appeals and judicial hearing officer within the Residential Review process and campus conduct process
7. Provide vision and oversight for Residential Education committees
8. Maintain individual meetings with Assistant Directors in your areas
9. Provide advice, support, assistance and referrals to all Residential Education staff as well as residents
10. Provide resources and support for the Residential Education programs, services, and support systems
11. Serve on divisional committees or task forces
12. Assist with the future planning and maintenance of residence halls in cooperation with USC Housing
13. Maintain a weekly work schedule with periodic weekend and night commitments
14. Other duties as assigned by the Senior Director for Residential Education

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 six 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 six years of supervisory experience
- **Language Ability:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from students, faculty, staff, and the general public
- **Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- **Computer Skills:** Advanced MS Word processing, MS Excel or Spreadsheets, MS PowerPoint and MS Access or Database Software. Adept user of Internet, e-mail and other office automation systems.

Compensation:

Salary based on experience (12-month, career live-in position). Furnished 2-bedroom apartment and full university benefits. Partial meal package and professional development funds are available annually.

Specific Duties and Responsibilities

Operational Area Oversight & Supervision

- Provide overall vision, guidance, and support for five major operational areas of Residential Education including:
 - Residential Expectations & Community Standards (residential conduct)
 - Care, Crisis, & Mental Health
 - Selection & Training
 - Assessment Initiatives
 - Emergency Response & Duty System
- Supervise, train, and evaluate 3 Assistant Directors (ADs)
- Indirectly supervise, train, and evaluate the Area ADs, RCCs, GRCCs, graduate assistants, and Resident Assistants
- Maintain individual meetings with Assistant Directors in your areas (direct reports)
- Create a supportive environment that promotes the professional and personal development of each staff member
- Provide routine performance evaluations of ADs and indirectly for RCCs, GRCCs, graduate assistants, and Resident Assistants

Residential Expectations & Community Standards

- Provide oversight of all residential expectations & community standards including direct supervision of our AD for Residential Expectations & Community Standards
- Ensure proper administration and enforcement of the Office for Residential Education and University policies and procedures under the Residential Review Process
- Serve as an appeals officer for the Residential Review process 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 conduct hearing officer and adjudicate violations of the student conduct code in accordance with Office for Community Expectations
- In collaboration with the AD for Residential Expectations & Community Standards, provide oversight of all emergency response including duty and emergency response/crisis protocols

Care & Crisis Intervention

- Provide oversight of all residential care and crisis cases that require residential education staff intervention
- Ensure proper administration and enforcement of the Office for Residential Education and University policies and procedures
- Ensure proper follow-through on each case is completed by the appropriate Residential Education staff members
- Serve as the primary collaborator with Campus Support & Intervention (CSI), Threat Assessment, EEO/TIX, Counseling & Mental Health (CMH), Department of Public Safety (DPS), and USC Housing

Selection & Training

- Provide oversight of all selection and training processes for Residential Education staff and student leaders including direct supervision of the AD for Selection & Training
- Serve as primary HR partner to coordinate professional staff selection processes
- In collaboration with the AD for Selection & Training, coordinate training for ADs, RCCs, and GRCCs during Fall Training (July/August) and Winter Training (January)
- Participate and create professional development sessions throughout the year for professional staff
- Provide staff direction, support, and professional development during all Residential Education meetings

Residential Emergency Response & Duty System

- In collaboration with the AD for Residential Expectations & Community Standards, provide oversight of all emergency response including duty and emergency response/crisis protocols
- Coordinate the USC Housing lockbox system use by ResEd staff and RAs for emergency use

Residential Education



- Serve as the primary collaborator with Campus Support & Intervention (CSI), Threat Assessment, EEOITX, Counseling & Mental Health (CMH), Department of Public Safety (DPS), and USC Housing

Administrative Functions

- Develop a working knowledge of the Office for Residential Education operations
- Maintain work schedule designed to provide maximum accessibility and involvement with staff and students.
- Demonstrate effective communication, planning, and organizational skills as they relate to job responsibilities
- Maintain an awareness of the physical needs of the entire residential population
- Develop a working relationship with the USC Department of Public Safety
- Develop a working relationship with the USC Housing, especially the leadership team
- Assist with the future planning and maintenance of residence halls in cooperation with USC Housing

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. 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 Associate Director will follow duty procedures and respond to all emergency and crisis calls and assist all staff in managing these situations
- The On-Duty Associate Director will keep the Senior 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 coordinate the reconciliation of the Assistant Director's budgets, totaling approximately \$1m
- Maintain accurate records and receipts within the USC financial reconciliation processes
- Track and approve all financial reconciliation and expenses by the professional staff within your area.
- Participate in fiscal budget planning with the Senior Director of Residential Education

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 Faculty in Residence
- Serve as a referral agent to other departments including the Office of the Vice President of Student Affairs, USC Housing, Campus Support & Intervention, Student Judicial Affairs & Community Standards, Threat Assessment, EEOITX, Counseling and Mental Health, and Department of Public Safety (DPS).

Departmental Duties

- Attend, participate, and lead your area/vertical meetings
- Attend and participate in ResEd senior leadership meetings
- Attend, participate, and lead the weekly Residential Education Leadership Team meetings (as needed)
- Attend regularly scheduled one on one supervisory meetings with the Senior Director of Residential Education
- Assist in the recruitment and selection of the 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 vision and oversight for 3-6 Residential Education committees
- Serve on divisional committees or task forces (as assigned)
- Develop working relationships with key campus partners, including but not limited to: Office of the Vice President of Student Affairs, USC Housing, Campus Support & Intervention, Student Judicial Affairs & Community Standards, Threat Assessment, EEOITX, Counseling and Mental Health, Department of Public Safety (DPS), Office for Health Promotion Strategy, Student Equity and Inclusion Programs, and other campus offices.

- 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

Mission Related Responsibilities

- Foster an atmosphere in the residential community that supports the departmental, division and University missions and values
- Promote equity, diversity, and inclusion 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