



# RESIDENTIAL LIFE COORDINATOR

## POSITION DESCRIPTION

The Residential Life Coordinator (RLC) role is a 12-month live-in position responsible for the total administration and operation of a residential community. RLCs are expected to foster welcoming and vibrant communities that nurture personal growth, promote diversity and inclusion, and enhance the student experience. RLCs do this through staff and student development, resident outreach, community building, attention to facilities, and administrative organization.

## RESPONSIBILITIES & DUTIES INCLUDE:

### 1. Staff Development

- Hire, train, supervise, and evaluate 5-18 Community Advisors (CA) and Office Workers, including an Academic Community Advisor and Living Learning Community staff.
- Attend and assist in facilitating departmental CA training as well as plan and implement in-hall staff training sessions.
- Facilitate weekly staff meetings and individual meetings with student staff to encourage growth and development.
- Utilize Situational Leadership on a departmental level and ensure its use among staff.
- Provide staff members with ongoing positive and constructive feedback including formal evaluations once a quarter.

### 2. Community Development

- Interact and become acquainted with residents living in the hall providing them with personal and administrative support necessary in developing an inclusive community environment.
- Support community building efforts in the areas of academic success, community engagement, diversity and inclusion, personal development and social interaction.
- Guide CAs in the implementation of the departmental community building model and resident outreach within the hall.
- Serve as a resource for students and staff by counseling, advising, and providing appropriate referrals for residents in need of professional services available on and off campus.
- Coordinate and provide support for the Living Learning Programs and faculty involvement (hall specific).
- Advise, direct and provide leadership to building student government (Hall/Community Council) including leadership elections, programming and leadership development.

### 3. Student development

- Develop meaningful relationships with students and maintain a high degree of visibility and availability in the residence hall.
- Be aware of student community issues, needs and concerns through general contact with students and assist students with their housing related issues as appropriate.
- Design learning outcomes or SMART Goals for programmatic efforts within the residence hall that are informed by student development theory.

### 4. Administrative Responsibilities

- Act as a liaison with campus & academic partners and Living-Learning programs.
- Perform "essential functions" and are required to report to work during emergencies and university closures.
- Participate in a live-on on-call duty rotation to provide emergency response for campus, including weekend and holiday coverage.
- Provide, coordinate, and supervise a customer service oriented front desk.
- Monitor and/or administer student employee scheduling and payroll preparation.
- Utilize online and desktop programs to manage facilities work orders, hall occupancy, and hall resources (StarRez).
- Manage budgetary responsibilities as appropriate within the parameters of the position. Budgets include staff development, community building, hall/community council, office supplies, and payroll.

#### **5. Facilities Management**

- Assist in the annual opening and closing of the residential halls, including the beginning and end of each quarter.
- Coordinate the in hall and between halls room change process and maintaining appropriate communication with the Housing Assignment Coordinator, student staff and students.
- Attend hall leadership meetings and area meetings held on a regularly scheduled basis.
- Maintain appropriate administrative paperwork including keys logs, program evaluations, etc.
- Regularly tour and monitor the condition of the building including safety/security hazards, maintenance, custodial and accessibility hazards. Report, track, and follow up on facilities issues in the hall. Advocate for facilities improvements to enhance student development and academic success within a residential setting.

#### **6. Professional Development**

- Participate in departmental committees and task forces.
- Converse with other departments of mutual interest with collateral assignments.
  - Examples include Health, Wellness and Prevention Services; Office of Community Engagement; Dining Services; Student Activities, Involvement, and Leadership (SAIL); University Recreation Center; EWU Police Department; etc.
- Coordinate interaction among different departments to ensure effective communication.
- Assist in the instruction of Psych 297, the leadership course facilitated by the Department of Housing and Residential Life.

#### **7. Any other duties as assigned**

#### **MINIMUM QUALIFICATIONS:**

Bachelor's degree, one year of student affairs experience in higher education, strong organizational skills, effective communication skills, and a commitment to diversity.

#### **PREFERRED QUALIFICATIONS:**

Master's degree in Student Affairs, College Student Personnel, Counseling, Higher Education Administration, or related field (completed by position start date), experience supervising live-in student staff, two years of residential life experience, experience with academic success programming, experience working with underserved populations, bilingual.

Background Checks: Employment is contingent upon satisfactory results for the following: a criminal background investigation, an employment history verification, and a degree verification (in some cases) prior to employment.