

Classification Number: 70100

Grade: 42

Classification: Exempt

Immediate Supervisor: Assistant Director – Education and Development

Major Administrator: Director of Residence Life, Housing and Dining Services

General Function:

The Residence Hall Director is the primary live-in administrator of a residence hall, responsible for all management functions necessary to provide students with a community in which they can live and learn comfortably and effectively. This includes supervision of full-time and student staff members, overseeing operation of a 24-hour desk and mail distribution, serving in an on-call rotation, assisting with students' growth and development in regard to decision making and conduct, and supporting campus and departmental initiatives and committees. The Residence Hall Director promotes an atmosphere conducive to academic and personal growth, reflecting the mission and philosophy of the Department of Residence Life, Housing and Dining Services and the University.

Minimum Acceptable Qualifications:

Education: A bachelor's degree is required. A master's degree in College Student Personnel, Educational Administration, Counseling, or a related field is preferred. An equivalent combination of years of experience and education may be considered for substitution of educational requirements.

Experience: Supervision experience is required. Demonstrated experience working with Microsoft programs or Office 365 or equivalent is required. Experience working in a diverse environment and/or with individuals from diverse backgrounds is required. Service in a student leadership capacity, with experience in hall government and/or peer judicial systems is preferred. Experience planning programs and hearing conduct cases is preferred.

Skills: A demonstrated ability to supervise employees, counsel individuals on a one-on-one basis regarding a variety of issues, and establish positive working relationships with individuals of varying backgrounds is required. The ability to organize activities and information to meet specific established goals is required. A demonstrated ability to perform in a problem-solving capacity such as the evaluation of crisis and emergency situations is required. The ability to develop knowledge of, respect for, and skills to engage with those of other cultures or backgrounds is required. The ability to effectively organize an office, front desk, and mail operation to serve the needs of student residents is preferred. The ability to design and implement educational and social programs for residence life audience is preferred. The ability to monitor the daily physical condition and needs of the housing facility is preferred. The ability to work independently and demonstrate initiative is preferred.

Effort: Must be mobile to the extent that response to emergency and assistance calls is prompt and area coverage rounds can be completed in a reasonable time period. The ability to visually inspect the physical facility for cleanliness and maintenance needs is required. Employees in this job classification (job title) are designated as essential employees and must report to work as scheduled when University offices are closed due to severe weather.

Essential Duties and Responsibilities:

- 1.** Provides on-site administration of the residence hall by living in the residence hall in an apartment provided by the University thus maximizing availability to students and staff and increasing responsiveness to situations requiring the intervention of a professional staff member; by maintaining weekly office hours, and completing weekend, week nights, and holiday on-call responsibilities as assigned by the Assistant Director – Education and Development; by promoting interaction with students on a daily basis through their request, staff referrals, conferences, and by being pro-active in serving the students.
- 2.** Promotes a positive and supportive environment in the residence hall through daily availability to residents; supporting individuals who seek assistance or are referred by other staff members regarding academic, personal or career concerns; by referring students to appropriate University resources; communicating information about activities and opportunities on campus and in the community; and serving as a liaison between the student and the Department of Residence Life, Housing and Dining Services administration.
- 3.** Collaborates with the Assistant Director – Living-Learning Communities, Coordinator – Living-Learning Communities, and Graduate Assistant to support the implementation of living-learning communities (LLCs), if applicable.
- 4.** Participates in the monthly LLC Team meeting, if applicable.
- 5.** Promotes an atmosphere in which due process rights are observed and students are held accountable for their actions and encouraged to make informed decisions by responding to all violations of Residence Life and University policy, enforcing Departmental and University policies, processing student conduct reports in a timely fashion, conducting effective conferences with students, and maintaining accurate records with regard to student conduct concerns.
- 6.** Provides support and assistance to residents by responding appropriately to all crisis and emergency situations, performing necessary action and follow-up.
- 7.** Assists in the development of Graduate Assistants and/or Assistant Hall Directors by participating in the selection process and training program; planning developmental and professional growth opportunities; and providing on-going training, supervision, and evaluation.
- 8.** Assists in the hiring and employment of qualified Resident Assistants by participating in the Resident Assistant selection process; developing and implementing fall, mid-year, and spring training workshops; and providing on-going training, supervision, and evaluation.
- 9.** Provides proper coverage of the residence hall by preparing and supervising the scheduling student desk workers and all other hall employees under direct supervision, and on-call for Resident Assistants.
- 10.** Provides for accurate and timely interpretation and dissemination of information and policies by conducting Resident Assistant and desk staff meetings.
- 11.** Enhances the safety and security of the residence hall by accurately accounting for and distributing keys; promptly processing servicing and repair needs for elevators, fire extinguishing systems, and building equipment; conducting periodic fire drills; and by disseminating appropriate information on personal safety, fire prevention, and emergency procedures.
- 12.** Promotes a clean and well-maintained living environment for the residents by coordinating maintenance and custodial needs by promptly processing requests for maintenance repairs and custodial needs with appropriate follow-up, and preparing weekly residence hall condition reports and periodic major refurbishing and repair jobs.
- 13.** Ensures an efficient, service-oriented front desk and office operation by ordering supplies within the budget guidelines provided, maintaining an appropriate supply of forms, and providing training and direction to desk receptionists.

14. Hires qualified student desk workers by implementing an appropriate selection process and providing on-going training, supervision, and evaluation.
15. Ensures leadership opportunities and the development of community through the active support/advisement of residence hall government and the promotion of creative, quality experiences in the hall and on individual floors.
16. Ensures accuracy of occupancy records by maintaining hall counts; processing room assignments and changes for the hall; processing withdrawals from the hall; and completing all required paperwork accurately, promptly, and in the manner prescribed by the Department of Residence Life, Housing and Dining Services.
17. Promotes retention of students living in the residence halls by supporting an efficient re-application process for students returning to the hall and coordinating smooth openings and closings of the residence hall at the beginning and conclusion of semesters and vacations.
18. Ensures effective intra-departmental communication through written memoranda, regular and timely contact with central office personnel, and active participation in weekly staff meetings.
19. Provides expertise in the academic environment by teaching the IDS 275 course, if asked.
20. Promotes professional and personal growth through participation in departmental committees and/or conference and workshop experiences as assigned.
21. Contributes to a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds.
22. Remains competent and current through self-directed professional reading, developing professional contacts with colleagues, attending professional development courses, and attending training and/or courses as required.
23. Supports the overall operation of the Department of Residence Life, Housing and Dining Services and contributes to accomplishment of its mission and goals by performing other essential duties as assigned.

Supervision:

The Residence Hall Director reports to and receives supervision from the Assistant Director – Education and Development. Direct supervision is given to Resident Assistants, a full-time receptionist, a full-time night host, and student employees. Depending on the residence hall assignment, the Residence Hall Director supervises a Graduate Assistant(s) and/or Assistant Hall Director(s). The Residence Hall Director makes recommendations which are given particular weight regarding the hiring, firing, advancement, promotion, and other status changes of those supervised.

Compensation:

This is a twelve-month position with a salary of \$36,509-38,000. Housing for twelve months is provided as well as a meal plan when dining services are in operation. Professional Development funds available. Benefits package.

How to Apply:

To be considered a full candidate in the search process, applicants need to [apply through the Missouri State University Human Resources website](#). The Human Resources application link will be active about 3 weeks before the first date of consideration.

Missouri State University is a community of people with respect for diversity. The University emphasizes the dignity and equality common to all persons and adheres to a strict nondiscrimination policy regarding the treatment of individual faculty, staff, and students. In accord with federal law and applicable Missouri statutes, the University does not discriminate on the basis of race, color, national origin (including ancestry, or any other subcategory of national origin recognized by applicable law), religion, sex (including marital status, family status, pregnancy, sexual orientation, gender identity, gender expression, or any other subcategory of sex recognized by applicable law), age, disability, veteran status, genetic information, or any other basis protected by applicable law in employment or in any program or activity offered or sponsored by the University. Sex discrimination encompasses sexual harassment, which includes sexual violence, and is strictly prohibited by Title IX of the Education Amendments of 1972.