



## Student Services Job Family: **Residential Life Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. **A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA**

### GENERIC JOB PROFILE SUMMARIES

Resident Hall Associate I INDIVIDUAL CONTRIBUTOR	Resident Hall Associate II INDIVIDUAL CONTRIBUTOR	Manager Residential Life MANAGEMENT	Director Residential Life MANAGEMENT
	Perform all duties of Res Hall Assoc		
Establish and maintain a positive community that supports and enhances the educational mission of the University through developmental programs, personal student contacts, and the fostering of faculty-student interaction	Work closely with Asst Dean, House Professor and House Council to implement overall house program and build house community		
Address student behavioral problems within assigned hall(s)/ unit(s)			
Provide day-to-day supervision of up to 17 live-in student staff members, including selection, training, and evaluation responsibilities	Supervise, hire and train live-in staff such as Graduate Resident Fellows (GRFs) and Undergraduate Advisors as well as Administrative Assistant and House Service Center	Hire, train, and evaluate staff; select, train, and directly supervise professional live-in staff, administer performance evaluations; indirectly supervise and provide guidance to student live-in staff	
Coordinate and supervise hall administrative tasks, including, but not limited to, room changes, programming account expenditures, and continuing occupancy sign-ups	Manage all non-academic house operations, administrative processes and systems	Assist students with assignment and contractual problems	

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Initiate and foster student leadership opportunities, personal responsibility, and respect for others			
Facilitate and support faculty programs and faculty-student interaction, especially in relation to the Faculty-in-Residence and Faculty Fellows program	Facilitate and support faculty programs and faculty/student interaction, especially in relation to the Faculty-in-Residence and Faculty Fellows program		
Serve as primary personal counseling resource for staff and students in assigned hall(s)/unit(s)			Develop and implement strategies for crisis intervention and student case management
Complete special projects and summer duties as assigned	Complete special projects and assignments as assigned		
Work with Marketing and Communications Department to monitor and improve occupancy rates			
	Act as liaison to and first point of contact for House Support Staff (Dining, Maintenance, Custodial Staff)		
	Serve on House Council and implement house policies and procedures		
	Facilitate collaboration with other residential communities	Establish and maintain communication with students living in area	
	Interact with a substantial number of other University departments, community agencies, business firms, parents, and alumni as appropriate	Develop and maintain effective relationships with other segments of the department, other student/academic services, and individuals and agencies outside of the University	Initiate and maintain active engagement with appropriate representatives of the schools, colleges, and central student services agencies
	Manage the use of programming and training funds within area	Establish staff training program objectives and goals for assigned area	Provide resources for design and implementation of staff training in counseling and crisis intervention department-wide
		Develop, recommend, and implement policies and procedures	Identify and analyze organizational problems, decide desirable outcomes, develop solutions, and initiate appropriate procedures and policies as needed

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		Provide overall leadership	
		Participate in collaborative development of departmental goals and programs within the residential education group	
		Conduct skill acquisition and informational training sessions	
		Develop and maintain effective and responsive administrative tools for area of responsibility	
			Act for the Director of Residence Life during times of the Director's absence or when circumstances require
			Participate as a member of the department executive group for purpose of policy development, financial analysis and planning, program development, and long-range strategic planning
			Secure, coordinate, and manage appropriate sensitive personal information inter/ intra-departmentally
			Coordinate case conferences with other units as needed with regard to students at risk
			Represent and act for the department in general University activities and events; e.g. orientation, commencement, parent programs
			Represent the University at sensitive and potentially volatile events

**JOB FACTOR PROFILE TABLE**

<b>FACTOR PROFILE</b>	<b>10814 RESIDENT HALL ASSOCIATE I, BAND E</b>	<b>10056 RESIDENT HALL ASSOCIATE II, BAND F</b>	<b>10082 MANAGER RESIDENTIAL LIFE, BAND G</b>	<b>10067 DIRECTOR RESIDENTIAL LIFE, BAND H</b>
<b>MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY</b>	Bachelor's degree or equivalent; up to 2 years of experience or equivalent	Bachelor's degree or equivalent; 2 but less than 4 years of experience or equivalent	Bachelor's degree or equivalent; 3 but less than 5 years of experience or equivalent	Bachelor's degree or equivalent; 7 but less than 10 years of experience or equivalent
<b>IMPACT</b>	Limited impact	Limited impact	Moderate impact	Moderate impact
<b>CONTACTS - INSIDE</b>	Assists others Cooperation for the completion of tasks	Assists others Cooperation for the completion of tasks	Coordinate major activities Persuade others to take a particular course of action	Coordinate major activities May involve sensitive situations
<b>CONTACTS - OUTSIDE</b>	Provide information that exists within pre-established documents and or programs	Provide and/or receive guidance, advice or information that must be analyzed and developed by the position	Provide and/or receive guidance, advice or information that must be analyzed and developed by the position	Develop and making presentations and negotiating with others
<b>CONTACTS - STUDENTS</b>	Frequent contact dealing with confidential matters	Occasional contact dealing with confidential matters	Occasional contact dealing with confidential matters	Occasional contact dealing with confidential matters

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<b>SUPERVISION</b>	Provide regular on-the-job training, guidance, advice and counsel to other employees in the group, and to positions performing essentially the same work or related technical tasks	Provide day-to-day supervisory direction to employees within the department	Provide day-to-day supervisory direction to employees within the department	Provide supervisory direction to other managers
<b>COMPLEXITY</b>	Frequently adapt, combine, or make improvements to services, products, processes or programs. Work requires reasoning skills and judgment	Occasionally required to develop new, imaginative and innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills	Continually required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment	Continually required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment
<b>LEVEL OF DECISION MAKING</b>	Responsible for assisting in and influencing decisions concerning policy-setting and judgment	Responsible for assisting in and influencing decisions concerning policy-setting and judgment	Responsible for assisting in and influencing decisions concerning policy-setting and judgment	Responsible for making decisions concerning policy-setting, research, planning or students
<b>FREEDOM OF ACTION</b>	General supervision Some interpretation of work policies and procedures, and, at times, deviation from standard work practices	Very general supervision Interpretation of work policies and procedures, and, at times, deviation from standard work practices	Very general supervision Interpretation of work policies and procedures, and, at times, deviation from standard work practices	Very general supervision Interpretation of work policies and procedures, and, at times, deviation from standard work practices
<b>EFFECT OF DECISION MAKING</b>	Directly effects entire department Moderate effect on students and employees	Directly effects entire department Moderate effect on students and employees	Directly effects entire department Moderate effect on students and employees	Directly affect several departments within a college, school, or administrative unit Significant effect on students and employees
<b>WORKING CONDITIONS</b>	Variable working conditions including exposure to conditions which require cautious handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required