



## 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	Resident Hall Associate III INDIVIDUAL CONTRIBUTOR	Manager Residential Life MANAGEMENT	Director Residential Life MANAGEMENT
Live-in role, provide oversight for assigned area efforts	Live-in role, provide oversight for assigned area efforts	Live-in role, provide oversight for assigned area efforts	Non-live in Role, provide leadership and guidance for assigned area efforts	Non-live in Role, provide leadership and guidance for larger departmental efforts
Emphasize student involvement, development, counseling and conduct by establishing and maintaining 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	Manage and support housing operations in assigned area and working closely with Faculty in Residence (FIR) develop a comprehensive residential experience for a particular community	Work closely with House Dean and House Council to develop and implement overall house program and build house community	Contribute to the development, advancement and implementation of the residential living framework; continually look for ways in which to develop innovative ideas and strategies to enhance student engagement	Oversee the Res Life Function for an integrated, overall experience and strategic development, advancement and implementation of the residential living framework  Coordinate case conferences with other units as needed including students at risk
Offer advice and counsel students; addressing student behavioral problems within assigned hall(s)/ unit(s) up to 600 student residents in total	Offer advice and counsel students; addressing student behavioral problems within assigned hall(s)/ unit(s) up to 1500 student residents in total	Offer advice and counsel students; addressing student behavioral problems within assigned hall(s)/ unit(s) up to 500 student residents in total  Manage efforts with other members in Dean of Students Office and other University departments	As appropriate, investigate, coordinate and follow up with student concerns, behavioral problems, personal difficulties, crisis situations, and coordinate efforts with other members in Dean of Students Office and other University departments.	Develop and implement strategies for crisis intervention and student case management

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Supervise, hire, train up to 20 live-in student staff (RA's & GRA's)	Supervise, hire, train up to 20 live-in student staff (RA's & GRA's) as well as oversee the daily operations of 1-3 professional staff (RHD's) and their respective communities; administer performance evaluations for professional live-in staff	Supervise, hire and train live-in student staff such as Graduate Resident Fellows (GRFs), Undergraduate Resident Fellows (URFs), and House Office Assistants as well as 1-2 professional staff members; administer performance evaluations for professional staff	Hire, onboard, train, evaluate and directly supervise 6-8 professional live-in staff, administer performance evaluations; indirectly supervise and provide guidance to all student live-in staff	Hire, onboard, train, evaluate and directly supervise managerial staff, administer performance evaluations; indirectly supervise and provide guidance to all 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	Coordinate and supervise hall administrative tasks, including, but not limited to, room changes, programming account expenditures, and continuing occupancy sign-ups	Oversee administrative and logistical support, including house budgets, to manage all non-academic house operations, processes and systems  Serve on House Council and implement house policies and procedures	Investigate and resolve complex student assignment and contractual concerns	
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	Facilitate and support faculty programs and faculty/student interaction, especially in relation to the House Dean and Living-Learning Program	Oversee education and information to inform faculty programming and involvement	
	Interact and serve as a liaison with a substantial number of other University departments, community agencies, business firms, parents, and alumni as appropriate	Interact and serve as a liaison with a substantial number of other University departments, community agencies, business firms, parents, and alumni as appropriate	Act as a liaison and consult with other units/departments and campus partners; develop and maintain effective relationships with other segments of the department, other student/academic services, and individuals and agencies outside of the University	Proactively initiate and develop strategic, active engagement with representatives of the schools, colleges, and central student services agencies  Represent and act on behalf of the department in general University activities and events; e.g. orientation, commencement, parent programs
	Manage the use of programming and training funds within area	Establish staff training program objectives and goals for assigned area	Establish staff training program objectives and goals for assigned area  Participate in collaborative development of departmental goals and programs within the residential education group	Provide resources for design and implementation of staff training in counseling and crisis intervention department-wide

Resident Hall Associate I INDIVIDUAL CONTRIBUTOR	Resident Hall Associate II INDIVIDUAL CONTRIBUTOR	Resident Hall Associate III INDIVIDUAL CONTRIBUTOR	Manager Residential Life MANAGEMENT	Director Residential Life MANAGEMENT
Implement and enforce policies and procedures for the department	Implement and enforce policies and procedures for the department and effective and responsive administrative tools for area of responsibility	Implement and enforce policies and procedures for the department and effective and responsive administrative tools for area of responsibility	Develop, recommend, and implement policies and procedures for the department; develop effective and responsive administrative tools for area of responsibility	Lead analysis of organizational issues, decide desirable outcomes, develop solutions, and initiate appropriate procedures and policies as needed  Represent the University at sensitive and potentially volatile events
			Act on behalf of 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  Work with Marketing and Communications Department to monitor and improve occupancy rates

## JOB FACTOR PROFILE TABLE

FACTOR PROFILE	10814 RESIDENT HALL ASSOCIATE I, BAND E	10056 RESIDENT HALL ASSOCIATE II, BAND F	12231 RESIDENT HALL ASSOCIATE III, BAND G	10082 MANAGER RESIDENTIAL LIFE, BAND G	10067 DIRECTOR RESIDENTIAL LIFE, BAND H
<b>MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY</b>	Bachelor's degree and up to 2 years relevant experience or equivalent combination	Bachelor's degree and 2 to 4 years relevant experience or equivalent combination	Bachelor's degree and 3 to 5 years relevant experience or equivalent combination	Bachelor's degree and 5 to 7 years relevant experience or equivalent combination	Bachelor's degree and 7 to 10 years relevant experience or equivalent combination
<b>IMPACT</b>	Limited impact	Limited impact	Moderate 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 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	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	Frequent contact dealing with confidential matters	Frequent 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 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	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 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	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 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

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<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	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	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