# 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.

## GENERIC JOB PROFILE SUMMARIES

<table>
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<tr>
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<tr>
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- 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
- 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
- Coordinate and supervise hall administrative tasks, including, but not limited to, room changes, programming account expenditures, and continuing occupancy sign-ups
- 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
- Manage all non-academic house operations, administrative processes and systems
- Work closely with Asst Dean, House Professor and House Council to implement overall house program and build house community
- 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
- Assist students with assignment and contractual problems

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*Generic Job Title Summaries: Residential Life Progression*  
*Updated 8/06*
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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**
- **Serve as primary personal counseling resource for staff and students in assigned hall(s)/unit(s)**
- **Complete special projects and summer duties 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**
- **Interact with a substantial number of other University departments, community agencies, business firms, parents, and alumni as appropriate**
- **Manage the use of programming and training funds within area**

**PAY BAND: F**
- **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)**
- **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**
- **Interact with a substantial number of other University departments, community agencies, business firms, parents, and alumni as appropriate**
- **Manage the use of programming and training funds within area**

**PAY BAND: G**
- **Develop and implement strategies for crisis intervention and student case management**
- **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**
- **Interact with a substantial number of other University departments, community agencies, business firms, parents, and alumni as appropriate**
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**PAY BAND: H**
- **Develop and implement strategies for crisis intervention and student case management**
- **Complete special projects and assignments as assigned**
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- **Act as liaison to and first point of contact for House Support Staff (Dining, Maintenance, Custodial Staff)**
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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

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<tr>
<th>FACTOR PROFILE</th>
<th>RESIDENT HALL ASSOCIATE I</th>
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<tr>
<td>MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY</td>
<td>Bachelor’s degree or equivalent; 1 but less than 2 years of experience or equivalent</td>
<td>Bachelor’s degree or equivalent; 2 but less than 3 years of experience or equivalent</td>
<td>Bachelor’s degree or equivalent; 3 but less than 5 years of experience or equivalent</td>
<td>Bachelor’s degree or equivalent; 7 but less than 10 years of experience or equivalent</td>
</tr>
<tr>
<td>IMPACT</td>
<td>Limited impact</td>
<td>Limited impact</td>
<td>Moderate impact</td>
<td>Moderate impact</td>
</tr>
<tr>
<td>CONTACTS - INSIDE</td>
<td>Assists others</td>
<td>Assists others</td>
<td>Coordinate major activities</td>
<td>Coordinate major activities May involve sensitive situations</td>
</tr>
<tr>
<td></td>
<td>Cooperation for the completion of tasks</td>
<td>Cooperation for the completion of tasks</td>
<td>Persuade others to take a particular course of action</td>
<td></td>
</tr>
<tr>
<td>CONTACTS - OUTSIDE</td>
<td>Provide information that exists within pre-established documents and or programs</td>
<td>Provide and/or receive guidance, advice or information that must be analyzed and developed by the position</td>
<td>Provide and/or receive guidance, advice or information that must be analyzed and developed by the position</td>
<td>Develop and making presentations and negotiating with others</td>
</tr>
<tr>
<td>CONTACTS - STUDENTS</td>
<td>Frequent contact dealing with confidential matters</td>
<td>Occasional contact dealing with confidential matters</td>
<td>Occasional contact dealing with confidential matters</td>
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<td><strong>SUPERVISION</strong></td>
<td>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</td>
<td>Provide day-to-day supervisory direction to employees within the department</td>
<td>Provide day-to-day supervisory direction to employees within the department</td>
<td>Provide supervisory direction to other managers</td>
</tr>
<tr>
<td><strong>COMPLEXITY</strong></td>
<td>Frequently adapt, combine, or make improvements to services, products, processes or programs. Work requires reasoning skills and judgment</td>
<td>Occasionally required to develop new, imaginative and innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills</td>
<td>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</td>
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<td><strong>LEVEL OF DECISION MAKING</strong></td>
<td>Responsible for assisting in and influencing decisions concerning policy-setting and judgment</td>
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<td>Responsible for assisting in and influencing decisions concerning policy-setting and judgment</td>
<td>Responsible for making decisions concerning policy-setting, research, planning or students</td>
</tr>
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<td><strong>FREEDOM OF ACTION</strong></td>
<td>General supervision Some interpretation of work policies and procedures, and, at times, deviation from standard work practices</td>
<td>Very general supervision Interpretation of work policies and procedures, and, at times, deviation from standard work practices</td>
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<td><strong>EFFECT OF DECISION MAKING</strong></td>
<td>Directly effects entire department Moderate effect on students and employees</td>
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<td>Directly affect several departments within a college, school, or administrative unit Significant effect on students and employees</td>
</tr>
<tr>
<td><strong>WORKING CONDITIONS</strong></td>
<td>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</td>
<td>Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required</td>
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