

Community Director Job Description

Position Title: Community Director
Non-Academic Classification Title: ID103 – Sr. Specialist
Primary Department: H4330 – Housing

Job Purpose

Provides leadership in residence operations in a way that maintains positive, multicultural, and learning centered communities. Facilitates and develops a nurturing residential community. Must be willing to work a flexible schedule, including evenings and weekends. This is a three (3) year term limited position with the opportunity for a fourth year at institutional discretion.

Essential Functions

- Promote, encourage, reward student learning, academic success, and co-curricular involvement through the Residential Curriculum. Foster an atmosphere of respect for individual differences & community values.
- Advise and support Hall / Community Council and Residence Hall Association.
- Encourage student safety & security. Communicate / promote University policies and procedures including the Community Living Guide and Housing judicial process.
- Follow established University protocol for the immediate reporting of any sexual misconduct of which you become aware in your role as Community Director to the University's Title IX Coordinator or Deputy Coordinator. Information regarding established University protocol will be made available by the Associate Director of Housing and Residential Life. Failure to follow this established protocol may be grounds for termination for cause.
- Communicate essential information to residents, including; roommate relations, personal safety issues, University resources, and emergency procedure.
- Select, train, supervise, and evaluate 10-15 Resident Advisors in communities of 350-900 residents. Coordinate ongoing student leader training through team building activities, professional development workshops, etc. Coordinate weekly staff meetings that update and reinforce training objectives and intentionally focus on individual and staff development. Hold one-on-ones with student leaders to discuss work performance, academics, professional / personal development, and evaluations.
- Select, train, and supervise an Office Service Clerk who has responsibility for the building's front desk. Overall responsibility for all student staff to ensure they understand the values and mission and commit to be a part of the WSU team. Understand and follow union policies and procedures while supervising this position.
- Supervise a night Security Monitor hired by the WSU Police in order to ensure the safety and security of the residents.
- Manage or co-manage a residence hall or apartment community housing 350-900 residents.
- Collaborate with other professional staff and facilities staff to open and close the housing communities.
- Responsible for programming and training budget.

- Participate in departmental and division-wide committees.
- Participate in and / or lead weekly meetings including student leader meetings, one-on-ones with supervisor, residential life meetings, and all housing staff meetings.
- Provide resources and referrals for students and family that may be both personal and academic in nature.
- Provide leadership support for an auxiliary assignment in areas such as leadership, selection, training, academic success and front desk management.
- Work closely with the facilities, Corvias, and Special Purpose Entity (SPE) staff to ensure work orders and health and safety inspections are complete.
- Provide supervision of the summer conference or spring / summer staff.
- Develop and facilitate curriculum for the ongoing training of 76 Resident Advisors.
- Recruit and assist in the selection, supervision, and evaluation of student staff including Resident Advisors and desk staff.
- Participate in a rotating duty schedule, providing on-call / on-duty emergency and crisis response for students and family members for an area that houses approximately 3,000 students.
- Provide facilitation for conflict resolution issues, assist students struggling with mental health and personal issues, and refer students to appropriate University and community resources.
- Other duties and responsibilities as assigned.

Qualifications

EDUCATION: Bachelor's degree from an accredited college or university. Master's degree in Higher Education, Student Development or related field very strongly preferred.

EXPERIENCE: Two years relevant experience in a residence hall or campus apartment as a graduate or professional.

KNOWLEDGE, SKILL & ABILITIES, STUDENT SERVICES: General knowledge of educational and developmental needs of student population. Familiarity with University programs and policies that impact student life and activities.

INTERPERSONAL SKILLS: Effective interpersonal and customer service skills. Ability to handle pressure situations, including dealing with sensitive and confidential human relations situations.

SUPERVISORY SKILLS: Ability to delegate work, set clear direction, and manage workflow. Strong mentoring and coaching skills. Ability to train student leaders and develop subordinate's skills. Ability to foster teamwork among various staff and student leaders. Ability to assess and provide performance feedback.

ANALYTICAL SKILLS: Ability to compare, contrast and quality check work with a keen attention to detail. Strong analytical skills including; critical thinking, problem solving skills.

TECHNOLOGY SKILLS: Proficient in the use of Wayne State systems, especially Banner HMS. Proficient in Microsoft Office Tools.

PROJECT MANAGEMENT SKILLS: Ability to prepare and present special projects with little or no supervision / oversight. Ability to meet deadlines.

Job Details

- Job Type: Full time
- Job Category: Professional/Administration & Supervisory/Management
- E-Class & Description: NE-Non-rep Professional Exempt
- Position Class: ID103
- EEO: 30-Other Professional (Support/Service)
- Salary: \$38,000 - \$50,000 plus room and board