

University of San Francisco
Division of University Life
Office of Residence Life

POSITION TITLE: Director of Residence Life

SUPERVISOR: Dean of Students

FTE: 1.0 (12 month position)

GENERAL SCOPE OF POSITION:

Reporting directly to the Dean of Students, the Director of Residence Life is responsible for the leadership and management of the University's residential program and the guest housing program. The system currently accommodates over 2,000 students (undergraduate/graduate) living in a variety of buildings (traditional style residence halls, apartment-style living) both on and off campus. Responsibilities include the development of initiatives (including new facilities, learning communities, and retention efforts) linked to the University's strategic goals; development and implementation of policies and procedures; supervising professional development activities for staff; and responding to student needs. S/he will provide leadership for a quality residential experience at a premier Jesuit Catholic, urban university with a global perspective that educates leaders who will fashion a more humane and just world..

ACCOUNTABILITY:

As a designated member of the University Life *Leadership Team*, the Director is accountable for:

- Manifesting the Mission, Vision and Values of the University
- Advancing the Division's Mission and Commitments
- Embracing the Divisional Strategic Priorities and supporting other divisional or university priorities as applicable
- Participating fully in issue-driven Divisional meetings once a month
- Identifying problems at the departmental level and implementing solutions
- Evaluating departmental outcomes
- Ensuring departmental/program goals and decisions are consistent with Divisional and University priorities, policies, values, etc.
- Educating the Division and the University on current issues or trends in areas of expertise

As part of the larger staff in University Life, the Director of Residence Life collaborates and cooperates across divisions and departments to create a supportive University community that encourages student learning and development in the Jesuit Catholic tradition and commits to:

- Promoting a common good that includes the needs of all students

- Engaging differences in a manner that allows students to learn from the diversity of perspectives, experiences and traditions that exist within the University community
- Providing experiences that challenge students to develop spiritually, intellectually, emotionally, physically, socially, culturally and morally in order to prepare them to contribute to the University community
- Drawing out the leadership qualities inherent in every individual, and to providing opportunities for students to apply knowledge and skills
- Creating an environment that supports a socially responsible way of being together in community
- Recognizing and celebrating the achievements and contributions of all students

ESSENTIAL DUTIES AND RESPONSIBILITIES:

A. Leadership/Management/Administration

1. Accountable for sound fiscal management of \$15 million annual revenue budget and \$7.5 million expense budget.
2. Utilize thorough knowledge of best practices to develop short- and long-term strategic plans for renovation and refurbishment of residential facilities.
3. Coordinate the implementation of information management systems.
4. Direct student billing and room assignment process.
5. Project future occupancy rates, room and board costs, capital improvements and renovation costs.
6. Understand, apply, and promote the concepts of quality service.
7. Serve on University committees.
8. Serve as a member of the University Life Leadership Team.
9. Respond to student needs (including critical incidents, campus emergencies, etc.).
10. Provide departmental leadership for the University's strategic enrollment management initiatives, including collaboration with Academic Services, providing housing projections, coordinating team meetings, participating on task forces or special committees, etc.
11. Serve on the Dean of Students' crisis response team.
12. Rotate On-Call responsibilities with designated Central Staff members to provide emergency/crisis response coverage to all on-campus residence life staff and on-campus students.
13. Serve on enrollment projections and disaster/emergency response committees, task forces, etc. as needed.
14. Ensure compliance with all relevant policies, standards, and laws (e.g., ADA, OSHA, FERPA).
15. Reduce exposure to legal liabilities through appropriate training and supervision of staff, professional development of staff, oversight of documents, control of records, etc.

16. Collaborate with the Associate Director for Business Operations to coordinate and implement all departmental assessment projects; engage in opportunities to educate campus constituencies on assessment tools and outcomes data.

B. Residence Life Program

1. Provide support and direction for residence hall student government and activities program.
2. Collaborate on a variety of living-learning programs based in the residence halls, including but not limited to the Erasmus Project, the Phelan Multicultural Community, the Global Living Community, the Women's Resource Center, the Justice Education Community, the Martín-Baró Scholars Program, and the Saint Ignatius Institute.
3. Have regular contact with staff from University Ministry to create mutually supportive programs.
4. Develop/implement assessment instruments for continuous improvement.
5. Maintain regular contact with students.
6. Work in collaboration with the Assistant Dean of Students to administer the student judicial program.
7. Serve as hearing officer for judicial appeals.
8. Ensure appropriate emergency response training for staff at all levels of the organization.
9. Respond to critical inquiries from families, students, alumni, and other campus constituencies.
10. Other duties as assigned by the Dean of Students and Vice President for University Life.

C. Operations/Facilities/Summer Guest (Conference) Housing

1. Collaborate with the Assistant Director for Facilities, Operations and Marketing and Business & Finance staff to identify and direct short- and long-term maintenance and renovation program.
2. Direct the physical environment of all housing facilities to provide a healthy, safe and secure environment (upgrade furnishings, update fire alarm systems, deliver cable and internet connections, etc.).
3. Coordinate building maintenance and custodial service programs with Facilities Management.
4. Administer facilities and support services for a seven-day/24-hour program (building security, front desk operations, mail service, etc.).
5. Oversee the off-campus housing program, including maintenance of Web-based vacancy listings.
6. Supervise the Associate Director for Business Operations, the Coordinator for Summer Guest Housing and Publications, and the Assistant Director for Facilities, Operations, and Marketing to provide oversight and editorial guidance in the production of all departmental publications, marketing materials, outreach materials, and other documents (hard copy and online).
7. Serve as a liaison to Public Safety and Facilities (including Facilities Management, Project Management, Environmental Health & Safety, and related contractors).

8. Supervise the Associate Director for Business Operations and the Coordinator for Summer Guest Housing and Publications to implement an annual summer conference (and summer residence hall) program.
9. Serve as a liaison to the University's food/dining service provider.

D. Supervision of Staff

1. Hire, train and evaluate both exempt and non-exempt professional staff members.
2. Provide leadership and supervise a staff of 13 full-time, 9 graduate and approximately 200 undergraduate student employees including selection, training and staff development, and evaluation.
3. Directly supervise Associate Director for Staff and Programs; Associate Director for Business Operations; Assistant Director for Facilities, Operations and Marketing.
4. Coordinate the professional development and recognition of staff.

QUALIFICATIONS:

A master's degree in higher education administration or a related field is required. Significant professional experience at the senior management level in housing/residence life including the design, coordination, and evaluation of educationally purposeful activities and leadership programs, as well as supervisory responsibility and budget oversight are critical. Significant experience in facilities management a plus. Proven ability to foster collaborative relationships across campus, mediate conflict, and provide broad vision to create a distinctive residential program. Must have strong organizational skills. The candidate must be able to multi-task in a complex, fast-paced environment and possess strong written and oral communication skills, and have a commitment to, and understanding of, a diverse, urban institution within the context of a private institution. A demonstrated interest in, and a commitment to, the mission of a Jesuit institution is expected. Occasional weekend and evening hours are required.

REVIEW OF APPLICATIONS:

To apply, complete an online application at www.usfjobs.com and attach a resume and cover letter as well as the names and addresses of three references. Cover letters may be addressed to: Human Resources Office, 2130 Fulton Street, San Francisco, CA 94117. For best consideration, apply by November 6th.

The University of San Francisco is a Jesuit Catholic university founded in 1855 to educate leaders who will fashion a more humane and just world. Candidates should demonstrate a commitment to work in a culturally diverse environment and to contribute to the mission of the University.

USF is an Equal Opportunity Employer dedicated to affirmative action and to excellence through diversity. The University provides reasonable accommodations to qualified applicants with disabilities upon request.

“EDUCATING MINDS AND HEARTS TO CHANGE THE WORLD”

