



University Housing  
APPALACHIAN STATE UNIVERSITY

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# Residence Director

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## Overview of Position

Residence Directors have primary responsibility for the day-to-day supervision and management of a residence hall that houses between approximately 200 to 400 students. This includes the training and supervision of a staff of 5 – 9 Resident Assistants, incorporation of the mission, vision, and core values of University Housing into the operation of the residence hall, implementation of university and departmental policies and procedures, facilitating the residential programming model, and administrative responsibilities including serving on departmental committees.

The Residence Director, as an administrative official of the University and a member of the University Housing staff, is expected to develop the skills required in the position and to accept the responsibilities that come with being a role model for students and staff. The Residence Director works with students to develop a sense of community in their residence hall through the residential learning plan, daily student interaction and active participation in the overall Residence Life program. The Residence Director is required to live in an apartment within the residence hall. The Residence Director reports directly to a Coordinator and typically works 20 hours a week. The beginning and ending of the school year, as well during training weeks, RDs will typically work more than 20 hours. During academic break weeks and personal leave, RDs will typically not work 20 hours per week.

## Responsibilities

### *Administration*

- Assume overall responsibility for the administration of the residence hall.
- Assume responsibility for hall openings and closings and coordinate check-in and check-out procedures for assigned residence hall.
- Be accessible, visible and present during all check-in and check-out dates.
- Keep complete, accurate and up to date information of all residents including building rosters, room condition information, key inventories (hall and staff), etc.
- Work closely with Administration staff regarding room changes, consolidations, occupancy reports, withdrawals, etc.
- Check voice mail in the hall office daily and return phone calls within two business days.
- Check Residence Director mailbox in University Housing office daily (App Hall or JET).
- Attend scheduled departmental meetings.
- Assist in the recruitment, selection, and training of University Housing staff.
- Maintain open communication with hall support staff (Housekeeping, Maintenance, etc.).

### *Residence Hall Programming*

- Implement individual and building-wide community development and programming efforts based on University Housing's Residential Programming Pillar Model.
- Assist in the assessment of the Residential Programming Pillar Model.
- Oversee management of Resident Assistant budgets.
- Assist in the logistics and implementation of the Residential Programming Pillar Model as needed.
- Support programming and policy-making efforts of University Housing to create a more beneficial living environment and facilitate the development of students.

### *Departmental Collaboration Assignments*

- Serve on at least one departmental committee, work group, task force or collateral assignments each semester.
- Meet with group members and complete assigned tasks to meet goals as well as expected timelines.

### *Policy Enforcement/Crisis Management*

- Provide leadership during crises in the residence hall and on campus.
- Serve in the Graduate Assistant weekly duty rotation to provide emergency assistance to approximately 3,100 students; volunteer to provide duty coverage during at least one University break.
- Become familiar with and follow all institutional and departmental guidelines regarding crises.
- Communicate clearly, interpret and enforce department and University policies to staff and students.
- Review and submit incident reports and crisis reports through appropriate software in a timely manner.
- Conduct individual disciplinary meetings for *University Housing License Contract* violations and monitor assigned sanctions and judicial records.
- Promote the appropriate confrontation and documentation of behavioral issues and concerns by staff.
- Provide programs and other proactive educational interventions to minimize behavioral issues.
- Monitor and maintain in-hall Resident Assistant duty rotation system and calendar.

### *Relationship with Coordinator*

- Meet regularly as designated by Coordinator.
- Keep Coordinator informed of all aspects of the residence hall and general students' development issues.
- Perform administrative tasks delegated by the coordinator.
- Report needed maintenance and building repairs, safety, and housekeeping issues to the coordinator.
- Monitor floor and building-related issues and report them to the coordinator.

### *Resident Care and Success*

- Collaborate with the Coordinator for Care and Success as they support students of concern in the Residence Director's building.
- Publicize and implement a designated study space in the residence hall on a regular basis.
- Follow up with any students not attending class on a regular basis.
- Maintain a knowledge of campus and community resources to appropriately connect residents to resources regarding their academic, personal and career concerns.

### *Role Model*

- Act as a positive role model on and off campus.
- Maintain a professional attitude and manner while employed by the University.
- Monitor and maintain a professional online presence (i.e., Facebook, Twitter, Instagram, Tik Tok etc.).
- Maintain a high level of ethical standards.
- Know and abide by local, state and federal laws.
- Know and abide by the Appalachian State University *Code of Student Conduct* and University Housing policies and procedures as outlined in the *University Housing License Contract* and *University Housing Staff Manual*.
- Residence Directors of legal drinking age who choose to possess or consume alcohol are expected to model responsible use of alcohol. This includes not condoning underage drinking by being present in situations where you are aware it is occurring and not exhibiting intoxicated behavior on campus.
- Report to your supervisor any incident in which you are documented for violation of campus policies or local/state/federal law.
- Maintain confidentiality for sensitive and FERPA protected information.
- Demonstrate commitment to education, celebration of diversity, and raising social awareness.

### *Create a Welcoming Community*

- Develop and utilize skills to work with various student populations.
- Maintain sensitivity to different perspectives and identities.
- Utilize a variety of methods to advocate for the needs of all students.

- Actively engage in reflection of personal identity and how it influences work with students and colleagues, which includes professional development opportunities.
- Hold self, students and staff members accountable to departmental expectations of creating an inclusive environment in the residence halls.

#### *Student Leadership*

- Support Neighborhood Associations through attendance at events, providing space for updates in staff meetings, and additional roles as requested by the Neighborhood Association
- Facilitate student leader participation in retreat and conference attendance.
- Meet regularly with student leaders and RA liaison working with the Neighborhood Association.
- Work to provide an environment of cooperation between Resident Assistants and officers of the Neighborhood Association.
- Serve as a resource or referral for information concerning university life.
- Promote student involvement in residence hall activities and Neighborhood Association governance.
- Attend Residence Hall Association meetings at least once per semester.

#### *Supervision and Team Building*

- Supervise 4 – 9 Resident Assistants in performance of their duties.
- Work to create an environment of mutual support and recognition for Resident Assistants and encourage teamwork among Resident Assistants.
- Facilitate staff development, professional development and on-going training for the staff.
- Conduct weekly staff meetings to provide relevant information and clear communication.
- Provide ongoing feedback and job performance evaluations (once each semester) to Resident Assistant staff regarding academic and job performance.
- Assist with the selection of staff through the Resident Assistant and Graduate Assistant selection process.
- Conduct bi-weekly one-on-one advising meetings with Resident Assistants.
- Consult with coordinator concerning employment status of and any necessary job coaching for Resident Assistants.

#### *Other Duties*

- Residence Directors are the first staff members to arrive and the last staff members to leave their assigned residence hall for all University breaks and closings.
- As necessary for special University events (i.e., Conference Championship Games, break related emergencies, major campus events, etc.), provide on-campus staffing as requested by the University Housing Leadership. Note that in some instances this may include returning early from or leaving late for a designated University break.
- Complete a performance evaluation with supervisor once a semester.
- Assist in the ongoing assessment and evaluation of Residence Life policies, programs, and practices.
- Complete other duties as assigned from Coordinators, Assistant Directors, the Associate Director of University Housing, and other University Housing staff.

#### **Additional Compensation for Position**

In addition to the compensation package provided by Student Affairs, and as a condition of employment, a furnished apartment, with all utilities (high-speed Internet access, water, and electricity) and a meal plan are provided at no cost. Each GA will purchase their own parking permit and then University Housing will pay the reserved space fee. The apartment, meal plan, and reserved parking space are provided to assist in performing job responsibilities. Well participating in the Graduate Assistant duty rotation, the GA is eligible for an elevated hourly rate during certain hours.

Please note that regarding the apartment provided by the department, all personal belongings should be able to fit in the apartment *along with* the furniture already provided. University apartment furniture cannot be removed by the Graduate Assistant or the department. All GAs will complete an apartment inventory and will be charged for any missing items and/or damage.