

## **COMMUNITY DIRECTOR Position Description 2008-2009**

### **Residential Life Vision**

“To be the premier housing and academic support services program in the nation.”

### **Residential Life Key Results**

100% Occupancy  
93% Retention  
5.25 Overall Student Satisfaction

### **Core Values**

Student Centered Service  
Excellence & Quality  
Student Success  
Collaboration  
Innovation  
Strong Stewardship  
Commitment to Staff Development  
Welcoming & Inclusive Communities

### **Residential Education Mission**

We facilitate the holistic development of residential students and engage them in the ASU experience by cultivating inclusive communities, promoting involvement and leadership opportunities, and intentionally connecting students to campus resources, thereby contributing to their retention and persistence to graduation.

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Under general supervision of the Director of Residential Education and Assistant Director of Residential Communities, the Community Director provides overall management to a residential community. Supervisory, administrative, programming, budgetary, and advising functions include: providing leadership to 300-1000 students through supervision of 8-28 Community Assistants (CAs), and, in certain communities, a professional Assistant Community Director (1-3). The community team collaborates on developing and implementing educational & social programming; collaborating with a diverse group of staff, students, and faculty to develop living-learning communities that foster academic excellence and personal growth; assisting with selection, hiring, performance management and training of staff; counseling and advising students; customer service to a variety of constituents, creating an environment conducive to learning; promoting respect for community living; developing and maintaining internal and external partnerships with a variety of offices. The Community Director is a live-in position requiring some evening and weekend commitments. Specific duties are defined as:

#### **Supervision/Leadership**

- Provide guidance and leadership for assigned residential community
- Supervision of Community Assistants
- Oversight and/or supervision of desk operations
- In some communities, supervision or co-supervision of Assistant Community Director(s)
- Assist with campus-wide student staff recruitment, selection and training
- Assist with campus-wide professional staff recruitment, selection and training
- Plan, organize, and implement staff development opportunities
- Provide performance evaluations and ongoing feedback for staff
- Conduct weekly staff meetings
- Conduct regular one-on-one supervision meetings with staff
- Maintain regular contact with staff and students
- Advise Hall Council and functions associated with Hall Council

#### **Administrative**

- Budget, manage, and/or authorize allocations for staff payroll, office supplies, and Hall Council

- Oversee hall/room/community transfer process for community of responsibility
- Facilitate requests for residential license agreement release of housing contract
- Oversee community space reservations and ensure that standards of use are maintained
- Coordinate residence hall opening and closing for community of responsibility
- Maintain office hours during regular business hours (some nights and weekend commitments are required) in an effort to remain accessible and visible to staff and students
- Participate on department and university committees as appointed

### **Behavior Education**

- Assist Residential Life's Program Coordinator Seniors and Student Life-Judicial Affairs in the management of the judicial process for community
- Communicate and interpret department and university policy to staff and students
- Keep updated student behavior records through the Judicial Affairs Management System (JAMS) and in hall behavior education files
- Assist in conducting behavioral meetings with students, administer appropriate sanctions, and conduct timely follow-up with sanctions
- Communicate with Director of Residential Education, Assistant Director, Program Coordinator Seniors and Office of Student Rights and Responsibilities staff regularly regarding student behavior
- Appropriately make referrals/FYI/complaints to the Office of Student Rights and Responsibilities, Counseling and Consultation, ASU Police, and other university partners

### **Crisis Management/On-Call Coverage**

- Participate in on-call crisis management and emergency coverage rotation
- Respond to crisis and emergency situations as outlined in Residential Life Emergency Manual
- Provide crisis intervention and follow up as appropriate
- Make referrals to Counseling and Consultation and Student Advocacy, as appropriate
- Maintain documentation of crisis and emergency situations
- Monitor and respond to daily duty reports

### **Community Development:**

- Support department and university programming initiatives
- Provide on-going support to residents and staff on academic, personal, social, and behavioral issues
- Assist staff in facilitating community norms and ensure that community concerns/issues are addressed in a timely and effective manner
- Assess community needs and develop programming experiences to meet identified needs

### **Facilities Management**

- Develop and maintain working relationship with Facilities and Services staff
- Provide input on facilities concerns for community
- Tour community regularly to identify problems and initiate procedures for billing of damages, repairs and general improvements
- Follow-up on outstanding facilities concerns

### **Academic Enhancement**

- Support academic success of residents in communities
- Support and promote Learning Resource Center
- Establish working relationships with First Year Residential Experience/Residential College paraprofessionals and supervisors
- Establish learning/academic environment in community
- In areas with Residential Colleges: Collaborate with academic partners to integrate the learning community into residential living environment

**Other**

- Establish and maintain working relationships with ASU Police, Facility Management staff, Counseling and Consultation, Department of Student Life, and other campus constituents
- Perform other duties as assigned
- Participate in department committee assignments