

Arizona State University

Residential Life – Position Overview

Community Director

Thank you for your interest in the Community Director position with Residential Life at Arizona State University. This document is intended to provide you with an overview of the position. Arizona State Universities' model for residential life is organized in residential college communities. The Residential College model is a unique environment that offers students access to academic support services, co-curricular programming, and the traditional residential community building experience. Residential College communities are partnership communities between live-in Residential Life Staff and Academic Partners.

Candidates applying for the Community Director position will be considered for vacancies that occur on any of our campuses. Candidates may inform the selection team in their cover letter or during their interview if they have campus preferences; however, if an offer is made for one campus that placement is not negotiable. Candidates who turn down the position will not be considered for any vacancies on other campuses.

Tempe campus housing information

Housing at the Tempe campus features both traditional and apartment-style facilities. First-year students reside in Residential College communities. Over 8,000 residents live on the Tempe campus in facilities built and managed by ASU and facilities built by and operated in conjunction with American Campus Communities.

Downtown Phoenix campus housing information

Housing at the Downtown Phoenix campus is located at Taylor Place, a residential facility built and operated in partnership with Capstone Management. Taylor Place features two towers, each twelve stories high, and capable of housing 1252 residents. The Downtown Phoenix campus is at the heart of the downtown area revival. Students living at the downtown campus have unique opportunities to engage with the culture and community provided by an urban campus environment.

Polytechnic campus housing information

Housing at the Poly campus for single students is split into two groups: traditional age first-year students, (18-19 years old) sophomores and above. In addition, ASU Polytechnic also has Family Housing options that feature houses with 2-5 bedrooms. ASU faculty and staff are eligible to reside in Family Housing. 634 residents reside on the Poly campus. In the fall of 2012, ASU Polytechnic students will have the option of living in the Innovation Academic Village a new community of residence halls!

West campus housing information

Housing at the West campus features apartment-style facilities in a complex called Las Casas, which was constructed in 2003. 340 residents reside on the West campus. ASU West campus features a small liberal arts college atmosphere. In the fall of 2012, ASU West campus will have an exciting new residence hall opening: Casa de Oro!

Residential Life Overview

Vision: We will be a global leader in University Student Housing-building dynamic, innovative, and inclusive Residential Colleges that foster students to create social value and lasting impact, facilitate connection to the broader community and support individual student persistence.

Strategic Goals:

#1: Transform the residential experience in relation to ASU's priorities, goals and design aspirations

#2: Create intentional partnerships with academic and external partners to ensure university priorities are embedded in the student residential experience

#3: Build the skills and experiences of professional and student staff towards increasing understanding of and appreciation for the ASU residential model creating opportunities for professional growth and staff retention

Campus Locations

- Tempe Campus
- Downtown Phoenix Campus
- Polytechnic Campus in Mesa, AZ
- West Campus in northwest Phoenix

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Position Responsibilities

The Community Director provides overall leadership and management to a residential college community through specific duties and responsibilities that can be classified into the following broader categories:

- Supervision/Leadership/Role-Modeling
- Community Development
- Student Conduct Administration
- Crisis Management/On-Call Coverage
- Facilities Management
- Academic Enhancement
- Administration and Operations

Qualities of a successful candidate

Candidates who are selected for the Community Director position typically have significant experience in managing a single larger residential community or a complex of smaller residential communities. Among those skills that successful candidates possess include: knowledge of university judicial practices and procedures, exemplary supervision and role-modeling skills, and the ability to manage facilities and financial resources. Community Directors also must possess exemplary skill in developing relationships and networking with professionals in both student affairs and academic affairs units. Successful Community Directors typically have some experience working in a themed living-learning community and supporting a specific programmatic or academic vision for that community.

Additional skills that are particularly beneficial to working as a Community Director on Arizona State University include:

- Experience in fostering a sense of spirit, pride and tradition within students, particularly as it relates to the support of athletic events.
- Some experience in working collaboratively across an institution that has campuses in many different places.
- An understanding of the distinction between supervising student staff and entry-level professional staff members.
- Knowledge of 21st century trends in higher education. ASU is an institution that prides itself in being on the progressive cutting edge of the development of higher education in America.
- Ability to work effectively with diverse populations in providing advice and guidance.
- Skill in providing quality customer service to a diverse customer base particularly parents.

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Supervision/Leadership/Role-Modeling

- Supervision of Student Staff (Community Assistants)
- Supervision of Professional Staff 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 and regular on-on-one meetings with staff
- Oversight and/or supervision of desk operations
- Oversight of or advise Hall Council and functions associated with Hall Council
- Be knowledgeable of and understand current student engagement initiatives of Educational Outreach and Student Services and coordinate staff efforts to support with visibility and student participation

Community Development

- Support department and university programming initiatives through sharing of information with staff and students, attendance, distribution of marketing materials
- Provide on-going support to residents and staff on academic, personal, social, and behavioral issues
- Demonstrate leadership in supporting Educational Outreach & Student Services initiatives through implementing programs within the CD's residential college community.
- Encourage students to identify with their own academic college
- Attend student and staff activities, making efforts to get to know area residents and maintain a high level of visibility
- Assist in fostering a sense of spirit, pride, and tradition within students and student staff members with particular emphasis on supporting Sun Devil Athletics events
- Assess community needs and develop programming experiences to meet identified needs
- Develop/Adjust programming model and philosophy appropriate to hall needs in conjunction with academic partners
- Assist staff in the purchasing of programming supplies and shopping
- Track program attendance through programming reports
- Contribute to monthly University Housing newsletter, What In The Hall

Student Conduct Administration

- Assist University Housing's Judicial Coordinators and Office of Student Rights and Responsibilities 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 ADVOCATE judicial system.
- Assist in conducting judicial meetings with students, administer appropriate sanctions, and conduct timely follow-up with sanctions
- Communicate with the Assistant Director, Associate Director, Program Coordinator Senior(s) and Office of Student Rights and Responsibilities staff regularly regarding student behavior
- Make referrals/FYIs/complaints to the Office of Student Rights and Responsibilities, ASU Counseling, ASU Police, and other university partners
- Communicate with professional and student staff of Residential Review Board

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Crisis Management/On-Call Coverage

- Participate in on-call duty rotation/crisis management and emergency coverage
- Respond to and document duty calls and situations
- Provide immediate crisis intervention and follow up as need be
- Make referrals to appropriate campus resources either during or after the incident
- Monitor and respond to daily duty reports
- Act as a Secondary on call to on-duty staff to provide support and assistance
- Assist staff in facilitating community norms and ensure that community concerns/issues are addressed in a timely and effective manner
- Providing appropriate follow-up and monitoring of students who may have been or are in crisis

Facilities Management

- Develop and maintain working relationship with Facilities and Services staff
- Provide input on facilities concerns for community by conducting regular tours of community and submitting necessary work requests to have repairs completed or areas cleaned
- Initiate procedures for billing of damages, repairs and general improvements
- Follow-up on outstanding facilities concerns with staff, students, and/or parents
- Work with third party service providers and contractors to address major facility issues

Academic Enhancement

- Establish working relationships with Residential College paraprofessionals and supervisors
- Assist student leaders in communicating about issues and collaborating in community development efforts
- In areas with Residential Colleges: Collaborate with academic partners to integrate the learning community into the residential living environment

Administration & Operations

- Manage budget allocations for staff payroll, office supplies, and programming
- Coordinate hall openings and closings
- Work with staff and student leaders to complete necessary budget paperwork
- Oversee hall/room/community transfer process for community of responsibility
- Facilitate meetings for residential license agreement release of housing contract to ensure students understand process and paperwork needed to submit request
- Oversee community space reservations and that standards of use are maintained
- Coordinate residence hall opening and closing for community of responsibility
- Maintain office hours during regular business hours to remain accessible and visible
- Perform operation functions such as running of resident rosters, performing audits for no-show or not enrolled students, and sending notification to students regarding housing eligibility status