

# Arizona State University

## Residential Life – Position Overview

### Assistant Community Director

Thank you for your interest in the Assistant 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 an Assistant 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

# **Arizona State University**

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### **Assistant Community Director**

#### **Position Responsibilities**

The Assistant Community Director assists in the 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 Assistant Community Director position are new professionals looking for a challenging experience and typically have some of the following knowledge, skills, and abilities illustrated in their application and interviews.

- Knowledge of and skill in community development and programming
- Knowledge of the methods/techniques for crisis management using appropriate interventional methods
- Knowledge of university judicial systems and understanding of university policies and procedures relating to student conduct.
- Knowledge of the needs of various student populations and residential communities such as first-year students, upper-class students, family housing, and academically themed communities
- Skill in problem solving and decision-making
- Skill in conflict mediation
- Skill in effectively managing, supervising, training, and evaluating student leaders and staff
- Skill in both verbal and written communication.
- Skill in providing quality customer service to a diverse customer base
- Skill in establishing and maintaining effective working relationships.
- Skill in facilitating training and development experiences for students.
- Skill in the use of social media in performing work responsibilities.
- Ability to work effectively with diverse populations in providing advice and guidance.

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**Supervision/Leadership/Role-Modeling**

- Assist in the supervision of or directly supervise student staff (Community Assistants)
- Assist or lead in the facilitation of weekly student staff meetings
- Provide on-going feedback in an effort to professionally develop student staff
- Complete performance evaluations
- Conduct scheduled one-on-one meetings with CAs as assigned
- Coordinate on-going staff development for student staff
- Coordinate student staff duty scheduling
- Consult with Community Director to address student personnel performance issues
- Establish working relationships with Sun Devil REPs and/or Residential College paraprofessionals and supervisors
- Provide advising, resources, and referrals to staff and residents
- Assist in the recruitment and selection of student and professional staff
- Supervision of desk operations through selection, training, and evaluation of Desk Assistants, managing payroll, key audits, and other administrative tasks
- Advise hall council, attend weekly meetings, have regular 1-on-1s with Hall Council leadership, support and attend hall council events, and attend weekly RHA meetings
- 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**

- Create, plan, and implement department programming model in collaboration with Community Director
- Assist with assessing the needs of all assigned area residents and develop programming goals to meet identified needs in assigned area
- Participate in Game Day spirit activities in support of institutional spirit, pride, and tradition.
- Encourage students to identify with their own academic college
- Support and direct hall and residential neighborhood programming activities
- Maintain accurate programming records and ensure CAs meet expectations/requirements
- Support department and university programmatic initiatives and models
- 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
- Attend student and staff activities, making efforts to get to know area residents and maintain a high level of visibility

**Student Conduct Administration**

- Communicate and interpret departmental policy and Arizona Board of Regents Student Code of Conduct to staff and students
- When necessary, assist student staff with student policy violations
- Conduct judicial meetings with students that violate policies, apply appropriate sanctions, and conduct timely sanction follow-up as assigned
- Keep updated student behavior records through ADVOCATE judicial system
- Communicate with Community Director, Assistant Director or Director, Program Coordinator Senior(s) and Office of Student Rights and Responsibilities staff regularly regarding student behavior
- Serve as a student advocate when appropriate

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**Crisis Management/On-call Coverage**

- Participate in on-call duty responsibilities on a rotating basis
- Respond to crisis or emergency situations as outlined in the University Housing Emergency Response Manual
- Provide crisis response, intervention, and follow up as appropriate
- Communicate with a wide range of appropriate university resources to address crisis and follow up
- Keep thorough documentation of crisis/emergency situations
- Submit timely, detailed duty reports at the end of each shift by 8:00am.

**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 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 residential living environment

**Administration and Operations**

- Assist in coordination with hall openings and closings
- Communicate, report to, and update the Community Director on a regular basis regarding situations requiring special attention
- Maintain regular office hours within the position percentage time
- Provide customer service to residents, parents, and community partners
- Respond to student issues and concerns in a timely manner and refer to Community Director when needed
- Perform functions of front desk manager or oversee the responsibilities of a front desk manager
- Participate in committee assignments and/or special work groups as appointed
- Work with staff and student leaders to complete necessary budget paperwork
- Assist in the hall/room/community transfer process for community of responsibility
- Assist in the community space reservations process and ensure that standards of use are maintained
- 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
- Assist in management of summer conferences