



## Associate Director, Residential Education

### Job Description

#### JOB INFORMATION

Job Code:	137681
Job Title:	Associate Director, Residential Education
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Student Programs
Job Family Group:	Student Support Services
Management Level:	6 Supervisor

#### JOB SUMMARY

Serves as a Subject Matter Expert (SME) in the area of Residential Education. Serves as an appellant officer for Residential Review violations of the USC Housing contract that occur in the residence halls/apartments. Directly or indirectly manages program and administrative staff, usually through subordinate managers and supervisors. Serves as primary advisor for the Residential Student Government (RSG). Oversees the development of behavioral standards appropriate to group living in an academic institution. Regularly assesses the condition of facilities in collaboration with USC Housing and schedules requisite maintenance and upkeep of buildings. Responds to all emergency and crisis calls and assists subordinate staff in managing situations. Develops and administers program budgets and determines resource allocations. Oversees the compilation and analysis of needs assessment data and prepares status reports on program activities and results.

#### JOB QUALIFICATIONS:

##### Education

Req	Pref	Degree	Field of Study
X		Master's degree	

##### Additional Education

**Check here if experience may substitute for some of the above education.**

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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##### Work Experience

Req	Pref	Work Experience	Experience Level
X		6 years	

##### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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##### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience advising a student government or organization and/or students regarding various student services.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Requires theoretical understanding in the area of organizational behavior and student development.
X		Strong interpersonal and written communication skills.
X		Experience with supervision and managing a team working towards goal completion.
	X	Demonstrated experience in area of residential life.
	X	Experience with both residence halls and university apartment style living, supervision of professional staff, and familiarity with an urban setting.

## Other Job Factors

- Time requirements of this position are unusual and demanding. This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Serves as a Subject Matter Expert (SME) in the area of Residential Education. Administers, advises and services the Residential Education program for multiple blocks of residence hall/apartment areas. Coordinates with Residential Faculty in setting goals and developing and implementing area-wide programs. Coordinates with Residential Education staff in supporting building and area student government, training students and staff on program development, and ensuring an inclusive and safe community. Oversees the development and implementation of a comprehensive program to enhance meaningful contact between residents and faculty in the Residential Colleges and Communities.				
Serves as an appellant officer for Residential Review violations of the USC Housing contract that occur in the residence halls/apartments. Serves as a University judicial hearing officer and adjudicate violations of the student conduct code in accordance with Student Judicial Affairs and Community Standards (SJACS), including follow-up. Provides guidance in lower level cases as requested. Handles high-level violations or other cases requiring discretion personally through to satisfactory completion.				
Directly or indirectly manages program and administrative staff, usually through subordinate managers and supervisors. Recruits, screens, hires, and trains staff, as necessary. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Recommends departmental goals and objectives, including workforce planning and compensation recommendations. Reassesses or redefines priorities as appropriate in order to achieve performance objectives. Recommends, approves and monitors professional training and development opportunities for staff.				
Serves as primary advisor for the Residential Student Government (RSG). Serves as referral agent to other departments such as the Student Counseling Center and other campus resources.				
Oversees the development of behavioral standards appropriate to group living in an academic institution. Provides guidance in the interpretation, administration and enforcement of the Office for Residential Education and University policies and procedures. Oversees cases of individual or group misconduct and works with appropriate campus resources.				
Regularly assesses the condition of facilities in collaboration with USC Housing and schedules requisite maintenance and upkeep of buildings. Authorizes work within established limits. Makes periodic visual inspections of areas for cleanliness, inventory, and maintenance concerns. Creates space usage plans, policies, and guidelines. Develops comprehensive plans for facility upgrades, capital projects, changes to services offered, and long term space utilization in cooperation with USC Housing.				
Responds to all emergency and crisis calls and assists subordinate staff in managing situations. Provides conflict mediation, crisis intervention and appropriate follow-up. Determines appropriate forms of intervention if necessary and tracks situations through to satisfactory completion. Counsels students and/or staff in crisis situations, psychological emergencies, medical emergencies, and refers to appropriate external resources, as necessary. Serves on a weekly duty rotation to respond to crisis for the entire USC population on behalf of student affairs.				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Develops and administers program budgets and determines resource allocations. Reviews changes requested by staff and project stakeholders and provides recommendations regarding budget, time, and scope implications. Makes major budgetary allocation decisions. Provides forecasts and financial status reports as needed. Negotiates and oversees subcontracted services as necessary. Maintains accurate records and receipt processing for procurement card and travel card system.				
Oversees the compilation and analysis of needs assessment data and prepares status reports on program activities and results. Assists Residential Education staff in needs assessment, data analysis, and the development and implementation of programs, activities, and events. Analyzes and interprets data. Directs the establishment of goals, allocation of resources and the on-going assessment of progress toward unit objectives. Determines solutions, options and strategies. Oversees the development of short and long-term plans for improving residential quality of life.				
Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.				
Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on university responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I

understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.