



**USC** University of  
Southern California

## Director, Residential Education Job Description

### JOB INFORMATION

<i>Job Code:</i>	137683
<i>Job Title:</i>	Director, Residential Education
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Student Programs
<i>Job Family Group:</i>	Student Support Services
<i>Management Level:</i>	4 Administrator

### JOB SUMMARY

Oversees all Residential Education operations, including oversight of the Residential College program, managing all recruitment, selection and training processes, oversight of the Residential Faculty program, and setting the vision and direction for the d

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		7 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Experience advising a student government or organization and/or students regarding various student services.
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
Oversees all Residential Education operations, including oversight of the Residential College program, managing all recruitment, selection and training processes, oversight of the Residential Faculty program, and setting the vision and direction for the department. Serves as a Subject Matter Expert (SME) in the area of Residential Education. Participates in the formulation, dissemination and implementation of the Residential and Student Life department mission, goals, values, objectives, policies, programs and procedures. Implements strategic plans as they relate to assigned duties, student development initiatives and overall departmental and divisional goals and objectives. Serves on committees, boards and/or task forces, as necessary.				
Oversees Residential Educational programs effectively to meet the needs of a diverse resident population. Serves on the departmental leadership team and oversees the future direction, development, strategic planning activities and implementation for the Residential Education unit. Ensures integration of Residential Education efforts with those of other schools, divisions or units at the University. Interprets, conveys information concerning, and enforces federal, state and local laws, University conduct and activity regulations, and housing regulations within campus residential settings.				
Oversees the budget for Residential Education. Manages resources, ensuring that spending priorities match the mission of the organization. Ensures that optimal and timely use of funds is consistent with departmental goals and campus regulations. Assists in the development of long-term budgetary projections to meet future Residential Education needs. Reviews changes requested by staff and project stakeholders and makes major budgetary allocation decisions. 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.				
Serves as the key leader in maintaining systems for supporting students in crisis or emergency situations. Develops strategies to address and respond to student mental health concerns, including the maintenance of strong 24/7 crisis response system. Serves as an additional contact for students and their families related to matters of Residential Education. Serves on a weekly duty rotation to respond to crisis for the entire USC population on behalf of student affairs. 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.				
Regularly assesses the condition of facilities in collaboration with USC Housing, to discuss upcoming requisite maintenance and upkeep of buildings. Makes periodic visual inspections of areas for cleanliness, inventory, and maintenance concerns. Creates space usage plans, policies, and guidelines.				
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.				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
May serve as a hearing officer for Residential Review violations of the USC Housing contract that occur in the residence halls/apartments, if necessary. Oversees the handling of high-level violations or other cases requiring discretion personally through to satisfactory completion. May serve as University level hearing officer through Student Judicial Affairs and Community Standards, as needed.				
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.