



USC University of
Southern California

Residential Area Supervisor II Job Description

JOB INFORMATION

Job Code:	137677
Job Title:	Residential Area Supervisor II
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 residential area supervisor with responsibility for counseling and participation in administering and servicing of the Residential Education program operations for multiple residence halls/apartments for an area that houses a medium size resident population. Assists in implementing the residential master plan for assigned area. Supervises lower level residential area supervisors responsible for areas that house a small size resident population. Has responsibility for indirectly supervising student workers and/or graduate advisors. Works collaboratively with Housing Services and other offices and assumes system-wide responsibilities as assigned. May or may not live in a residential hall or apartment.

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.

☐ Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	

Additional Work Experience

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

☐ Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience advising a student organization and/or students regarding various student services.
X		Requires theoretical understanding in the area of organizational behavior.
X		Strong interpersonal and oral and written communication skills.
	X	Demonstrated experience in area of residential life.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
	X	Experience with both residence halls and university apartment style living and familiarity with an urban setting.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees the programming within the assigned area including coordinating with resident faculty and non-faculty mentors, setting goals, developing and implementing area-wide programs, supporting building and area student government, and training area staff and students on program development. Participates and assists with all residential faculty programming. Works with Residential Education staff to assess needs, analyze data, develop and implement programs, activities and events.				
Works with management to develop long-range and short-range actions to implement department strategic plan, department and unit goals and department community plan.				
Assists in development of an academic residential community. Evaluates and implements changes in a wide variety of developmental programs. Promotes safety and security awareness in assigned hall(s). through educational programming. Maintains close contact with residents. Mediates student conflicts. Encourages and develops student leadership skills. Assists in planning and execution of student activities, programs and events.				
Leads others in the planning and delivery of services, activities and special events. Develops and conducts program-focused training and assesses proficiency or readiness of trainees.				
Supervises the lower level residential area supervisors responsible for areas that house a small size resident population, graduate advisors and student workers, as assigned. Recruits, screens, hires and trains staff. Evaluate employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.				
Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Monitors employee performance on a regular basis. Ensures timely completion of unit's work.				
Ensures residents are aware of the rules and responsibilities of the housing system. Handles individual or group misconduct personally or through the appropriate student government committee or campus office.				
Serves as referral agent to other departments such as the Student Judicial Affairs and Community Standards, Student Counseling Center, etc.				
Counsels staff, students, and parents in crisis situations, psychological emergencies, medical emergencies, etc. Meets with live-in staff to understand issues in hall community, develops plan to deal with incidents and issues and supports staff with resolution				
Responds to all emergency and crisis calls and assists hall staff in managing situations. Coordinates, guides and assists in-residence students and staff responses to crisis situations. Meets with in-residence staff and students when needed to review incidents, counsel, advise, set behavioral standards, implement residence hall sanctions, or refer to Student Judicial Affairs and Community Standards. Reviews and analyzes all residence halls information reports related to policy violations in the residence halls and gives advice and instruction on follow-up to discipline cases. Informs leadership staff of emergencies or serious disruptions that may require intervention or follow-up. Notifies appropriate staff members regarding situations that impact resident halls and/or students in residence halls.				
Serves as a University Hearing Officer in conjunction with Student Judicial Affairs and Community Standards (SJAC). Adjudicates violations of SCampus and housing contracts that occur in residence halls, including follow-up and intentional educational sanctioning.				
Assists in developing behavioral standards appropriate to group living in an academic institution. Ensures proper administration and enforcement of Office for Residential Education and university policies and procedures. Interprets policies				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
and procedures as needed. Walks floors of assigned building(s) weekly to assess environmental and safety conditions.				
Gathers, analyzes and evaluates data from various sources and prepares written reports for management review. Submits status reports on program activities.				
Provides input into budget planning and preparation for area. Oversees maintenance of a building/community budget including funds for programming, student workers, and office supplies. Ensures maintenance and accurate records and receipt processing for procurement card system.				
Develops and administers departmental administrative systems related to organization and management, staff manuals and resources materials and administrative procedures, etc.				

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: https://policy.usc.edu/mandated-reporters/
<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: https://dps.usc.edu/alerts/clery/			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.