



## Residential College Community Coordinator Job Description

### JOB INFORMATION

Job Code:	137673
Job Title:	Residential College Community Coordinator
FLSA Status:	Exempt
Supervisory:	Supervises student, temporary and/or resource workers.
Job Family:	Student Programs
Job Family Group:	Student Support Services
Management Level:	6 Supervisor

### JOB SUMMARY

Manages the day-to-day operations of a Residential College/Community. Serves as primary advisor for the Building Government. Assists in developing behavioral standards appropriate to group living in an academic institution. Recruits, screens, hires, trains and directly supervises all assigned staff. Maintains an awareness of the physical needs of the residence halls/apartments. Serves on a weekly emergency response rotation for all USC Housing facilities. Identifies and prioritizes problems and issues related to service area. Maintains a building/community budget including funds for programming, staff development, and office supplies. This position requires living 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		2 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 government and/or students regarding various student services.
X		Requires theoretical understanding in the area of student development.
X		Strong interpersonal and oral and written communication skills.
	X	Demonstrated experience in area of residential life including supervision of student staff.

## 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
Manages the day-to-day operations of a Residential College/Community. Assists in the planning and execution of student activities, programs and events within the assigned residential area. Attends and participates in all required meetings. Serves on committees and/or task forces, as assigned. Develops working relationships with key campus partners, including Residential Faculty.				
Serves as primary advisor for the Building Government. Serves as referral agent to other departments such as the Student Counseling Center and Student Judicial Affairs and Community Standards (SJACS). Adjudicates violations of USC Housing contracts that occur in residence halls and apartments, including follow-up, as necessary.				
Assists in developing behavioral standards appropriate to group living in an academic institution. Ensures residents are aware of the rules and responsibilities of the housing system. Interprets and ensures proper administration and enforcement of the Office for Residential Education and University policies and procedures. Handles individual or group misconduct personally or through referral to the appropriate campus resource.				
Recruits, screens, hires, trains and directly supervises all assigned staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Oversees onboarding and orientation of new employees to ensure that duties, responsibilities, work requirements and performance standards are clearly understood. Assesses staff development needs. Promotes staff participation in educational opportunities and activities. Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Monitors employee performance on day-to-day basis. Ensures timely completion of unit's work.				
Maintains an awareness of the physical needs of the residence halls/apartments. Walks floors of assigned building(s) weekly to assess environmental and safety conditions. Maintains building/community rosters and has accurate knowledge of vacancies in collaboration with USC Housing. Performs administrative tasks associated with hall closing and opening and participates in departmental staffing of check-in/out.				
Serves on a weekly emergency response rotation for all USC Housing facilities. Responds to all emergency and crisis calls and assists staff in managing situations. Informs leadership and other staff of any situations that may require intervention or follow-up. Counsels students in crisis situations, psychological emergencies, medical emergencies, and refers to appropriate external resources, as necessary. Provides assistance to graduate staff and resident assistants for conflict mediation, crisis intervention and appropriate follow-up.				
Identifies and prioritizes problems and issues related to service area. Performs research, offers solutions, options and strategies. Refers to appropriate person or department as needed, and/or arranges for service. Gathers data as necessary.				
Maintains a building/community budget including funds for programming, staff development, and office supplies. Maintains accurate records and receipt processing for procurement card and travel card systems. Provides projections and reports, as required, for development and administration of the budget.				
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.