

General Description

The Residence Coordinator (RC) serves as a live-in, full-time professional staff member for the Department of Residential Life. This individual is responsible for the day-to-day operations of a residence hall or group of residence halls including graduate and undergraduate student staff supervision, community development and building management, process administration, and general departmental responsibilities.

Student Outreach & Crisis Management

- Serve as part of the departmental on-call rotation, and coordinate response to crisis
- Provide on-scene response to campus situations and offer support for Resident Assistants (RA) in conjunction with emergency response personnel
- Utilize and follow departmental protocol and procedures
- Provide expedited outreach and follow-up for students of concern, directing additional staff members when needed, and updating behavioral intervention teams as directed
- Mediate roommate and group-related conflicts as needed
- Respond to parent concerns as appropriate and involving supervisor for escalation needs
- Serve as a campus security authority, university hearing officer, and case manager/conduct administrator for assigned community
- This position is designated as essential personnel in case of a disaster or event, and will be required to remain on campus and be present for emergency situations as directed

Staff Supervision

- Supervise a Graduate Residence Coordinator (GRC) in their assistance of managing the assigned residential community
- Co-supervise a staff of RAs through weekly staff meetings, regular one-on-one meetings, departmental performance management process, and semesterly evaluations
- Provide guidance to RAs in implementation of departmental programming efforts and referral of residents to campus resources
- Support student staff in their academic, social, and personal well-being as appropriate

Community Building & Leadership

- Maintain visibility and presence within the assigned residential and campus community, serving as a positive role model for staff and students
- Direct programming initiatives in accordance with departmental learning outcomes
- Develop an inclusive community for residents and staff
- Offer support to GRC in their advising of Community Council and its initiatives
- Support academic initiatives including in-community tutoring, Residential College program, Living Learning Communities, and faculty presence in community where applicable; serving as primary point of contact for faculty where applicable
- Implement departmental assessment initiatives to guide data-driven decisions and student outreach
- Provide support and appropriate referrals to students regarding their academic, social, and personal well-being

Administration & Building Management

- Serve as the primary point of contact for departmental paperwork and processes within the assigned residential community
- Oversee and manage front desk operations including payroll, Desk Assistant supervision, and staffing concerns in collaboration with the Desk Operations Coordinator
- Coordinate the opening and closing of assigned residential community at designated times (fall opening, winter break closing, spring opening, and end-of-year closing)
- Coordinate with assignments staff for occupancy management, including keeping current rosters and understanding of vacancies in community
- Manage high-level maintenance and facility issues with appropriate maintenance and custodial staff, key audits, work order organization, and appropriate follow-up
- Monitor and manage spending of community budget

Departmental Responsibilities

- Know and understand departmental and university policies and processes, along with applicable state and federal laws and mandates
- Support and attend divisional, departmental, and Residence Hall Association events (e.g. Welcome Week, Homecoming, SPIN, LSU Kickoffs, etc.)
- Opportunities for departmental, divisional, and University-wide collaterals, committees, taskforces, and work groups as directed
- Attend departmental meetings and contribute to departmental training, including annual fall and spring schedules, and ongoing staff developments
- Participate in recruitment and candidate evaluation at all levels of the department
- Fulfill other duties as assigned

Compensation & Benefits

- Salary of \$40,000 for a 12-month position
- Full university healthcare benefits including access to Employee Assistance Program
- Furnished apartment including cable television, internet, utilities, and local phone service
- Inclusive roommate policy and pet policy
- Reserved parking space near assigned community
- Standard Staff Meal Plan of 60 meal swipes per semester
- Departmental issued iPhone and iPad
- Tuition remission available after 1 full year of employment completed
- Opportunities for professional development including funding up to \$1700 from departmental budget, when available

Qualifications

- Master's degree in College Student Personnel Administration, Higher Education Administration, or related field (*Note: if successful candidate possesses a social work and/or counseling degree, they will not be afforded counselor privileges as this role is a mandatory reporter and campus security authority designee*)
- Two semesters of residence hall staff experience at the graduate level or higher or related student affairs experience
- Experience supervising student staff members and serving in an on-call rotation, or comparable supervision and crisis response capacity
- Residence Coordinators are required to live in a provided residence hall apartment and be available for irregular hours, extended workdays, on-call emergencies, and weekends
- Possess strong communication, organizational, administrative, and interpersonal skills
- Candidate must be flexible, possess the ability to adhere to deadlines, and be self-motivated

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Jennie Stewart, jstewart@lsu.edu (225) 578-3918 or University Administration Building, Ste 123