

Residence Life

Assistant Hall Director Position Description



POSITION SUMMARY

The Assistant Hall Director position is a significant leadership opportunity in Residence Life, providing instrumental support to Desk Assistants, CORE Team, Resident Assistants and Professional Staff. This position is aimed at providing additional personal growth and professional development for individuals with previous Resident Assistant experience, who are ready to take on additional responsibility and leadership in a residence hall. Assistant Hall Directors work collaboratively with Professional Staff.

JOB RESPONSIBILITIES

(1) General Student Staff Responsibilities

- a) Uphold the standards outlined in the Student Staff Employment Agreement which you signed in accepting this position.
- b) Be familiar with and understand the Mission and Guiding Principles of Residence Life.
- c) Actively engage with and participate in activities surrounding inclusion, belonging, and civil discourse.
- d) Know, understand, and be prepared to reference resource materials available to you in your position through training.
- e) Maintain a professional manner and positive attitude while serving as a university employee and representative of Residence Life both on and off campus.
- f) Be present in your respective residence hall and be available to residents.
- g) Facilitate open and honest communication with all residents, student staff and professional staff.
- h) Problem solve and use critical thinking to find solutions to issues in your position.
- i) Participate in orientation, online Canvas modules, fall training, and departmental trainings throughout the year.

(2) Student Staff Support and Development

- a) Assist in initial and ongoing training for Resident Assistants.
- b) Attend and assist with facilitating staff meetings (Tuesdays 8 – 10pm).
- c) Develop and cultivate an understanding of the various working styles, Strengths, and personalities of your teammates to maximize effectiveness and productivity.
- d) Facilitate staff developments and activities. Create a system for everyone on staff to facilitate, allowing for practice in preparation for leading these activities with residents. These developments can also include discussions surrounding inclusion, intersecting identities and civil discourse.
- e) Work through conflict with teammates as they occur.
- f) Develop and maintain a working relationship with your supervisor. Assistant Hall Directors must be able to meet their supervisor individually, take direction and feedback from their supervisor, and have ongoing dialogue with their supervisor.
- g) Serve as a liaison between Resident Assistants and CORE Team.

(3) Desk Operations

- a) Provide a vision and leadership for desk operations within the Residence Hall.
- b) Create an engaging atmosphere at the front desk and lobby that has a positive impression for residents and guests that helps shape community and relationships in the building.
- c) Train Desk Staff to be approachable and engage with each person that comes through the lobby so that they are a resource to residents; as well as maintain safety and security as issues arise.
- d) Ensure equipment and services at the Front Desk are organized and can be executed by Desk Staff in an efficient manner.
- e) Empower Desk Staff to be make decisions, problem solve and be creative within their position.
- f) Develop a weekly schedule for front desk hours with Desk Staff. Create a contingency plan for when staff are absent and implement coverage so the front desk continues with normal operating hours.

(4) CORE Team Advising

- a) Serve as primary advisor to the Community of Residential Engagement Team known as CORE Team.
- b) Promote and recruit CORE Team to residence hall students.
- c) Create orientation and training for CORE Team.
- d) Convene and advise regular CORE Team meetings and create opportunities for leadership and team development.
- e) Disseminate knowledge of campus resources, policies and procedures to residents to assist with their initiatives.
- f) Assist CORE Team in organizing and implementing events for residents.
- g) Support Residence Life events and other collaborative initiatives with campus partners.

(5) Community Development

- a) Establish relationships with residents and encourage student interaction to develop interpersonal relationships.
- b) Implement a community development model in cooperation with Residence Life Professional Staff.
- c) Collaborate with campus partners to share resources, information and opportunities to residents.

(6) Safety and Security

- a) Promptly inform professional staff of concerning behavior with residents (issues, injuries, behavioral changes, mental health concerns, unknown whereabouts, etc.)
- b) Utilize basic helping skills to assist residents with concerns and referring them to campus resources.
- c) Shared responsibility of duty nights and hall security:
 - Remain in your assigned residence hall throughout the duration of your duty time and be present, visible and available to residents.
 - General duty guidelines include the following: conducting thorough duty rounds, positively interacting with residents, checking entry doors to ensure they are locking, observing facility needs, documenting policy violations, responding to emergency situations, and completing a duty log each night. (Additional duty guidelines are set at the discretion of Residence Life Professional Staff).
 - Student staff are expected to always respond to situations which require attention (addressing student behavior / facilities concerns) in any residence hall, regardless of location and if they are on duty or not.
- d) Know and understand Residence Life policies and procedures.
- e) Educate residents on Residence Life policies and procedures.
- f) Respectfully enforce residence hall policies with the goals of altering behavior and deescalating situations.
- g) Report and respond to all incidents using an ethic of care for all impacted residents.
- h) Complete mandatory reporter & campus security authority trainings and follow through with expectations.
- i) Respect and maintain the privacy of residents while also sharing pertinent information with your supervisor.
- j) Respond to emergencies and crisis situations providing support and resources to Resident Assistants and residents.
- k) Contact the Hall Director on Duty and/or University Police in emergency situations.

(7) Facilities

- a) Assist in maintaining a clean and visually appealing residence hall environment (pick up garbage, organize spaces, clean up vomit, etc.)
- b) Submit work orders for facility issues in a timely manner.
- c) Help build a positive relationship between residents, Desk Assistants, Resident Assistants and Custodial Staff.
- d) Assist supervisor in responsibility for the proper security of building keys and report any lost keys immediately.
- e) Thoroughly inspect rooms as residents move out and document damages.

(8) Administrative Responsibilities

- a) Assist supervisor with administrative tasks and projects in the daily operation of the residence hall.
- b) Be punctual and timely with assigned tasks and responsibilities.
- c) Have regular meetings with supervisor to plan staff meetings and discuss building issues and initiatives.
- d) Assist with the logistics of opening and closing the residence hall each semester and designated breaks.
- e) Assist supervisor in helping to facilitate room changes.
- f) Ethically use university funds and follow university spending guidelines including Festival Food card purchases.
- g) Support and participate in the evaluation of Residence Life Staff and department assessment initiatives including the annual Student Satisfaction Survey.
- h) Act in supervisor's absence under the guidance of a Complex Director/Associate Director of Residence Life.