Position Description: Residence Coordinator

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 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, 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 assigned community
- 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
- Oversee and manage front desk operations including payroll, Desk Assistant supervision, and staffing concerns
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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 $36,000 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
- Provided and 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

Requirements

- 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 work days, 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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For more information or if you believe you have been subject to discrimination on the basis of sex, sexual orientation or disability, please contact LSU’s Title IX, ADA and 504 Coordinator: Jennie Stewart, jstewart@lsu.edu (225) 578-3918 or University Administration Building, Ste 123