

## RESIDENTIAL COORDINATOR

**DEPT:** STUDENT LIFE DIVISION  
**CLASSIFICATION:** NON-EXEMPT (12 Month position)  
**REPORTS TO:** STUDENT HOUSING DIRECTOR  
**SUPERVISES:** NONE (May function as Work Lead for Summer Workers)  
**LAST UPDATED:** September 2016

**Summary of Responsibilities:** Under the general direction of the Housing Director, the Residential Coordinator is responsible for maintaining a safe, secure and hazard free housing environment for the students, authorized guests, and staff. The incumbent will also provide oversight of the (student) Residential Assistants. The incumbent is also responsible in coordinating the housing function for summer conference attendees at the IAIA campus. Support the mission, vision and core values of IAIA.

### **Essential Position Functions:**

- Provide timely and effective oversight of the students living in student housing, which includes, but is not limited to the following responsibilities:
  - Report to work on time for assigned shift (evening or night), in order to ensure there is security and safety oversight of students and student housing.
  - Ensure that students living in student housing comply with all with Student Housing and IAIA guidelines, procedures, regulations and/or policies
  - Respond effectively and appropriately to all violations of IAIA policy by residents and take appropriate action.
  - Ensure that a hazard free environment is maintained for the welfare and safety of the IAIA housing population (students, authorized guests, and/or staff).
  - Maintain and update files of housing students, as assigned and/or required.
  - Transport students and/or authorized personnel as required/needed using a company vehicle.
  - Assist in student activities and events as needed.
  - Ensure adherence and compliance of IAIA's confidentiality requirements and Code of Ethics.
  - Provide emergency coverage of a different work shift, as needed,
  - Identify, document, submit work orders for individual rooms or common areas of Residence Hall.
  - Track and provide follow-up for Residence Center work orders submitted by staff and students.
- Provide oversight of the Student Residential Assistants and Residential Assistant Program, which includes, but is not limited to the following responsibilities:
  - Assist the Housing Director with the training the Student Residential Assistants.
  - Responsible for scheduling and oversight of the Student Residential Assistants, which include meeting with them on a regular basis.
  - Maintain accurate and timely records and accounts of funds and supplies utilized in the Residential Assistant program.
  - Responsible for planning and implementing monthly room inspections.
  - Prepare and submit housing reports as required by Housing Director.
- Provide oversight of Student Housing's summer conference activities, which includes, but is not limited to the following responsibilities:
  - Coordinate the housing and services for summer conference guests in collaboration with IAIA's Facilities Rental and Event Management Department.
  - Ensure all summer or conference guests are provided with the highest level of courteous and professional customer service.
  - Response to summer conferences guest requests in a timely and accurate manner.
- Participate in Institutional Committee meetings as required.
- Perform other related tasks essential to this function, as assigned.

- Attend regular staff meetings with Student Life staff.

### **Required Experience and Education:**

Must have a BA degree in a related field such as student affairs, plus four (4) years of responsible experience in dealing with students in a residential environment, or an equivalent combination of relevant education and experience. Must have a current and valid NM Drivers' License. Must have a clean driving record and must have a satisfactory background check. This position is a 4pm to midnight shift, however may occasionally vary in case of an emergency, flexibility required.

### **Required Knowledge Skills and Abilities:**

- Demonstrated knowledge of support resources in the field of student relations.
- Demonstrated knowledge of and/or background of basic principles and techniques of conflict resolution.
- Must be able and willing to address and resolve conflicts/disagreements/housing violations in a constructive manner.
- Must be willing to adhere and comply with IAIA's confidentiality requirements and Code of Ethics.
- Knowledge of basic counseling skills and crisis management response.
- Ability to communicate clearly and effectively both verbally and in writing in order to collect, exchange and provide information in an accurate and timely manner.
- Must have computer knowledge/skills in order to use internal room scheduling system.
- Demonstrate flexibility regarding work hours and be available in case of changes in shift schedule or to assist with emergencies as needed.
- Demonstrate willingness and physical ability/capability to move/maneuver items (e.g. furniture) so as to assist with cleaning Residence Hall rooms and family housing apartments as needed.
- Ability to communicate clearly and effectively with individuals of diverse ages, cultures and races.
- Must have a clean driving record in order to be bondable to drive a company vehicle.
- Must have ability to interact and successfully work with college students as related to job duties.
- Ability to interact and successfully work with staff and faculty and network with appropriate campus resources.
- Willingness to understand and demonstrate respect and sensitivity to American Indian Cultures and Alaskan Native Cultures is essential.
- Adhere to appropriate standards of conduct and ethics including:
  - Confidentiality, integrity and honesty
  - Non-fraternization with students
  - Follow directives
  - Ability to adapt to changing work environment
  - Treat others at all times with dignity and respect
  - Interact with students in an appropriate and proper manner
  - Maintain cooperation and respect
  - Engage in pro-active problem solving.
  - Complete job duties as required
  - Refrain from engaging in inappropriate discussions
  - Comply with all IAIA policies and practices
  - Ability to take direction and complete job duties in a timely manner
  - Demonstrate a courteous and professional presence and appearance at all times
- Ability to work with moderate supervision, begin projects and complete projects independently in a timely manner, and initiate and complete projects as needed.
- Ability to complete other duties as assigned.
- Possession of current and valid drivers' license and a clean driving record in order to be bondable to drive a government vehicle
- Ability to meet IAIA's requirement of a satisfactory criminal background.

### **Working Conditions**

- Ability to read and interpret basic to complex data/information/guidelines/ procedures, etc. related to student housing procedures/guidelines, residential program and conferences.
- Ability to work a late shift (4pm – midnight) and occasionally work a different shift in case of emergency.
- Ability to sit, stand and or walk for extended periods of times.
- Ability to use a computer work station.
- Ability to move and/or maneuver items weighing up to 30 lbs.
- Position may be exposed to dust, paint fumes, and/or particulates typically found at a fine arts college.
- Performance evaluation will include assessment of performance results as described herein.
- Management has the right to revise this job description at any time, with or without notice.
- Occasional use of company vehicle.

- This job description does not list all the duties of the job.
- The job description is not a contract for employment.