**KEY AREAS OF RESPONSIBILITIES AND SPECIFIC JOB TASKS**

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<tr>
<th>Classification</th>
<th>Specific Job Duties and Tasks</th>
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| **Student/Community Development** | - Create, design and implement, along with hall coordinator(s) and other management staff in University Housing & Dining, a yearly developmental plan for the neighborhood and individual halls that focuses on creating a community of learners that encompasses the entire neighborhood and its daily operation.  
- Manage the operational activities of the neighborhood.  
- Provide direction and support for educational, academic, personal, and career decision-making programming and student leadership.  
- Collaborate to create academic environments in the residence halls including creating strong living learning environments.  
- Assist residents in resolving housing, general living, personal and academic problems and refer to appropriate advisory services. |
| **Policy Development and Implementation** | - Administer a discipline system that encourages responsible student behavior.  
- Investigate reports of policy violation, damage, thefts, etc. Follow up with appropriate staff and students to determine accuracy. Handle serious student disciplinary violations and impose sanctions that could result in removal from campus housing.  
- Maintain appropriate disciplinary and administrative records. |
| **Customer Service** | - Respond to inquiries and complaints from students, staff, and public (including parents).  
- Assist the Admissions Department by promoting University residence hall facilities and services to prospective students, parents, and the University community.  
- Assist with summer conference operations.  
- Develop a collaborative relationship with members of the department and the University community. |
| **Leadership** | - Participate in an on-call system by responding to emergencies and advise staff on a twenty-four hour basis.  
- Chair a residence life committee and serve on other University and departmental committees as assigned. |
### Financial and Facility Administration

Assume responsibility for administrative tasks for the entire residence hall or family apartments system, including strategic planning, training programs, and control. Assist in budget development and provide projections and recommendations. Serve on University committees.

- Assist in preparation of annual internal operating budget; establish and monitor operating controls.
- Participate in the planning, revision, and implementation of procedures and work methods to improve efficiency of operation and services to residents and the University community.
- Prepare and oversee the preparation of special and periodic reports.
- Assist with facilities management of the neighborhood (buildings and grounds).
- Perform regular inspections of residence hall facilities and grounds to identify maintenance and replacement needs.
- Responsible for meeting residents’ needs for maintenance work by investigating and evaluating requests, initiating work orders, and ensuring that work is completed in a timely and effective manner.
- Recommend improvements to assistant directors (Residence Life, Facilities & Operations) for major repairs, replacements, and additions to equipment, facilities, and grounds.
- Maintain safety and sanitation standards to assure compliance with University, state and federal codes and regulations.

### Human Resources

Interpret and implement HR policies and procedures; resolve less complex issues. Oversee human resources management for assigned areas. Recommend HR decisions.

- Provide administrative supervision of hall coordinator(s), graduate assistant hall coordinators, clerical support staff, and student staff.
- Participate in the hiring process of assigned staff.
- Evaluate the performance of assigned staff and recommend salary increases, discipline, and dismissals.
- Participate in the planning, implementation, and evaluation of training workshops and in-service sessions.
- Participate in development and implementation of University Housing & Dining policy.
- Train and evaluate staff in new or revised work methods and procedures.
- Conduct regular supervisory meetings, and area meetings

### UNIVERSAL COMPETENCIES

#### Collaboration and Embracing Diversity (Extensive Experience)

Ability to work with a variety of individuals and groups in a constructive and civil manner while appreciating the unique contribution of individuals from varied cultures, race, creed, color, national origin, age, sex, disability, sexual orientation, and gender identity.

- Shares appropriate information/feedback openly, professionally and respectfully.
- Models open, respectful, accepting, and supportive behaviors with team members.
- Maintains productive work relationships while considering multiple perspectives and using effective conflict resolution practices.
- Uses sensitivity in communicating with individuals of diverse backgrounds.

#### Positive Impact/Achieving Results (Extensive Experience)

Ability to utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs. Able to demonstrate ethical behavior in diverse situations while producing results.

- Appreciates the difference between effort and achievement and produces results that are important to unit.
- Grasps the inevitability and challenges of change and adapts tactics accordingly; utilizes learning opportunities to prepare for changing work and methods.
- Demonstrates a willingness to carry out responsibilities and a positive approach to accomplishing work.
- Demonstrates an understanding of how work aligns to organizational mission, vision, and University environment.

#### Service Excellence/Customer Focus (Extensive Experience)

Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively

- Enhances service by seeking ways to add value to customer interactions/services.
- Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.
- Listens to feedback without defensiveness and uses it to enhance communication effectiveness.
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<tr>
<th>Technical Competencies</th>
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| **Effective Communications (Extensive Experience)** | - Makes oral presentations and writes reports needed for own work.  
- Avoids technical jargon when inappropriate.  
- Looks for and considers non-verbal cues from individuals and groups.  
- Listens to feedback without defensiveness and uses it for own communication effectiveness.  
- Delivers helpful feedback that focuses on behaviors without offending the recipient.                                                                 |
| **Interpersonal Relationships (Extensive Experience)** | - Collaborates with departmental associates and management.  
- Adapts interaction style to situations and people.  
- Identifies roles and responsibilities for self and others.  
- Demonstrates an understanding of alternative points of view.  
- Explains impact of interactions with individuals and groups.                                                                                       |
| **Crisis Management (Working Experience)**    | - Participates in a crisis management team.  
- Appropriately uses the crisis management chain of command.  
- Participates in designing simulated crisis scenarios and determining appropriate responses.  
- Maintains employee, vendor, and other third-party contact lists and crisis management documentation.  
- Participates in development of procedures to address situations that could spark a crisis.                                                          |
| **Performance Management (Extensive Experience)** | - Makes sure performance goals, checkpoints, and feedback focus on behaviors.  
- Uses formal and informal rewards and recognition programs for employees.  
- Identifies opportunities to enhance performance, e.g., practice assignments, training, shadowing.  
- Provides documented input to formal performance review conducted by manager.  
- Observes individual performance and provides fair and objective feedback.                                                                          |
| **Student Counseling (Extensive Experience)**  | - Counsels students to help their emotional, physical, occupational and social development.  
- Selects basic methods and techniques for student counseling.  
- Adheres to established processes and procedures when conducting individual or group counseling.  
- Diagnoses common problems encountered by students in education, e.g. academic and career concerns.  
- Applies appropriate counseling skills in different counseling stages or to different students.                                                  |
| **Educational/Instructional Program Management (Working Experience)** | - Identifies principles and systems for educational/instructional program management.  
- Describes factors for consideration in educational/instructional program management.  
- Lists key issues, concerns and operational risks of educational/instructional program management.  
- Highlights the processes and main activities associated with                                                                                       |
As part of performing the key areas of responsibility and competencies described above, staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the University Operations Manual. To that end, the Division of Student Life has noted below additional expectations and responsibilities based on your classification:

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<th>YES</th>
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<td><strong>IOWA GROW™</strong></td>
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<tr>
<td><strong>TRAINING COMPLIANCE</strong></td>
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<tr>
<td><strong>MULTICULTURAL COMPETENCE</strong></td>
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<tr>
<td><strong>FINANCIAL REQUIREMENTS &amp; COMPLIANCE</strong></td>
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**POSITION QUALIFICATIONS**

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<td><strong>Education or Equivalency Required</strong></td>
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<td><strong>Required Qualification</strong></td>
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This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.