



Minnesota State Institution: Minnesota State University, Mankato

MSUAASF Position Description

- **Employee's Name:** Click or tap here to enter text.
- **Working Title:** Hall Director
- **Position Control Number:** Click or tap here to enter text.
- **Salary Range present:** Range B
- **Salary Range proposed:** Range B
- **Department:** Residential Life
- **Bargaining Unit:** MSUAASF
- **Employment Status:** Full Time Part Time
- **Travel:** Overnight travel is required for attending conferences/workshops, recruiting and interviewing staff, and for staff training.
- **FLSA Designation present:** Non Exempt
- **FLSA Designation proposed:** Click or tap here to enter text.
- **Created by:** Torin Akey
- **Reports to:** Area Director

Resource Management (Factor 2)

Lead worker to:

- Direct supervision of Summer Staff (rotating basis), ACUHO-I Intern (rotating basis), Student Services Coordinator (rotating basis), Student Assistant (rotating basis), and Community Advisors. Knowledge of student staff selection is integrated with Student Payroll, Career Development, and University Security.
- Direct contact with students through staff training, crisis intervention, and resolution of concerns with individual students and University staff.
- Serve as conduct hearing officer in residence community. Knowledge of student conduct process and behavioral issues is integrated with Student Conduct, University Security, Health Education, Counseling, and Accessibility Resources.
- Assist in the development and implementation of area community development model that includes an emphasis on the first 50 days, first year student success (academic and social), and inclusive community programming and support. Knowledge of student development and involvement issues is integrated with Campus Recreation, Health Education, Student Activities, Women's Center, LGBT Center, Institutional Diversity, and International Student Services.
- Establish an academically focused hall environment by creating campus partnerships, implementing initiatives, and providing tools to CAs that support students' academic success. Knowledge of academic success initiatives and learning communities is integrated with New Student & Family Programs, Career Development, Accessibility Resources, and the Center for Academic Success.
- Preparation of written communication including reports and staff training materials.
- Ensure advising and counseling of students, regarding academic, personal, roommate, and mental health issues. Develop working knowledge of campus and community resources.

- Mediate individual and group conflicts and intentionally intervene when floor issues surface (e.g. unaccountable vandalism or damage, distributive noise issues, facility concerns). Assist staff in the development of strategies to mediate individual and group conflicts.
- Assist in identifying and implementing strategies to assist students demonstrating behavioral concerns in being successful at Minnesota State Mankato. Collaborate with the Student Success Coordinator & Conduct Officer in the identification and implementation of these strategies.
- Assist in recruitment, interviews, and selection of a variety of undergraduate, graduate, and professional staff positions in Residential Life. Pending committee assignment—provide information, guidance, and training to professional Hall Directors on interview process for Community Advisors.
- Regularly recognize efforts and contribution of residence staff team; provide support, structure, and work direction to meet goals and outcomes established in Area, by Residential Life or in the Division of Student Affairs. In consultation with Area Director of Residential Life, hold staff accountable for not meeting job expectations utilizing established procedures.
- Assist in the management of summer school operation including hiring and training of summer staff, coordinating duty coverage, desk operation, and implementing process for interim moves and check-in/check-out for summer school modules. (rotating basis)
- In consultation with Area Director, develop and manage hall programming budgets. The management of these funds impacts the residence community staff team and residents.
- Students regularly present special needs and requests that Hall Directors must address. At times it is merely finding a creative solution to a problem, but often it is improvising with what is available to meet the need/request as closely as possible (e.g. when a student is experiencing a roommate challenge and our occupancy levels impact the ability to provide a room change that will assist the student in being successful; when a student reports feeling “unsafe” although no threatening behavior has occurred).
- When issues such as racism, sexism, heterosexism, bullying, or unaccountable damage arise on a floor, the Hall Director will participate in a team that works to resolve these issues.
- The Hall Director is increasingly becoming aware of student issues through electronic media (e.g. Facebook, texting, snap chat). Students post information that may make them targets for stalkers and others not committed to their success as a student. Additionally, information students post also suggests occasionally alleged violations of the Statement of Student Responsibilities. The Hall Director will participate in a team that works to help resolve issues created via electronic media communication.
- The Hall Director is increasingly becoming aware of student mental health issues as a result of both student self-disclosure or student behavior. Some behaviors associated with mental health issues impact the larger floor, hall, or residence community and require the Hall Director to participate in a team that works to educate students and help resolve issues these behaviors create.
- A student who has a documented disability may require additional and intentional staff efforts in supporting that students’ success (e.g. developing a communication plan between staff and the student; creating Braille signs throughout the residence community; developing a plan for personal hygiene maintenance). The Hall Director will participate in a team that works to meet this objective.

Annual budget authority:

- The Hall Director manages the residence hall programming budget, allocations made by Area Director, and budgets dedicated to Departmental committees.
- Under the direction of the Area Director, Residential Life, the Hall Director has full authority to manage resources for the hall Residence Community and Departmental committees that are in compliance with federal, state and local laws, Minnesota State College and Universities, and Office of the Chancellor policies and procedures, and Minnesota State Mankato policies and procedures.
- The Hall Director provides input into decisions made by the Director of Residential Life.

Position Purpose

The Hall Director serves an important leadership role in creating an environment and experience that intentionally contributes to the academic and personal success of each residence hall student in support of the mission of Residential Life. Responsibilities of the Hall Director include: supervise and train student staff to deliver an effective residence hall program in an area of approximately 200-400 students; implement initiatives and programs that support students' academic and personal success; serve as a conduct hearing officer; interact daily with students for many purposes including community development, conflict resolution, helping skills, resource connection, student issues and crisis, etc.; and involvement in department and University committees and department policy/procedure formation.

Responsibilities and Results**Student/Community Development (50%)**

- Work with department staff and students to create and maintain a living and learning environment that supports the mission of Minnesota State Mankato and the Department of Residential Life.
 - Develop and implement a "visibility plan" for area of responsibility.
 - Actively assist in the development and implementation of an intentional community development model that includes an emphasis on the "first 50 days," first-year student success, and inclusive community programming and support. Attend such events regularly.
 - Establish an academic focused environment by creating campus partnerships, implementing initiatives, and providing tools to community advisors that supports student academic success.
 - Eat with students in campus dining facilities on a regular basis.
 - Serve as a conduct hearing officer utilizing development conversations and consequences.
 - Assist in student leadership development through the support of the Residence Hall Association, National Residence Hall Honorary, and community councils. On a monthly basis, meet with floor presidents. Be active and visible in support of student initiatives.
 - Develop working knowledge of campus and community resources. Serve as an educator and general resource in a compassionate manner when intervening with students regarding a variety of issues including: college transition, academic and

personal experiences, roommate and/or floor conflicts/challenges, and mental health issues.

- Utilize “data collection tool” to assess and assist in maximizing students’ experience.
- Confront behavior that is not appropriate in our residence hall and campus community.
- Maintain communication with faculty, staff, and other administrative personnel as needed.

Supervision (25%)

- Responsible for the training, supervision and evaluation of student staff.
 - Directly supervise and evaluate community advisor staff. *(may include summer school)* Hold intentional weekly one-on-one meetings. Plan and facilitate regular staff meetings.
 - May directly supervise Student Services Coordinator graduate assistant or Student Assistant.
 - Participate in and present training topics for student staff during fall/winter training and throughout the academic year.
 - Serve as a resource on University and departmental policies and procedures. Provide opportunities for staff team to share in the development and evaluation of policies and procedures.
 - Assist in the selection of community advisors including the facilitation of CA class.
- Participate and make recommendations in student staff selection.

Administrative Responsibilities (15%)

- Meet with Area Director weekly.
- Attend weekly “residential education” staff meetings and actively participate in Hall Director training.
- Maintain and improve the physical environment of the residence community in conjunction with the Area Director.
 - Ensure all safety, security, and maintenance needs are reported to appropriate personnel.
 - Walk through entire area of responsibility on regular basis and report observations.
 - Develop regular communication practices with GMW and trade staff.
 - Assist in developing renovation/inventory replacement priorities.
- Assist in the implementation of administrative functions within the residence community (e.g. room assignments, no-shows, room changes, room condition records, damage billing, break housing, interim housing) in conjunction with Area Director. Perform tasks in accordance with established Residential Life procedures and deadlines.
- Maintain an inviting office space and updated information board displays.
- Assist in the implementation of all residence hall openings and closings throughout the year.
- Maintain files and prepare required reports.

Department Responsibilities (10%)

- Coordinate specific department-wide committees and functions.
- Represent Residential Life on internal, Divisional and University work groups, taskforces, and committees.
- Assist in the selection of graduate and full-time positions in Residential Life.

- Assist Residential Life in other areas as assigned.

Minimum Qualifications (Factor 1)

Master's Degree in College Student Personnel or related field (conferred on an official transcript and received in Human Resources prior to start of employment).

Bachelor's degree and a minimum of 10 months full-time experience in Residential Life or related student affairs area may be substituted for master's degree.

Preferred Qualifications

- Demonstrated supervision experience.
- Knowledge of residence hall student issues.
- Excellent communication skills including verbal, written, and interpersonal.
- Demonstrated initiative and experience in community development
- Excellent administrative skills including an ability to manage multiple priorities.
- Demonstrated commitment to fostering a diverse working and learning environment.
- Experience with the student conduct process (hearing officer, conduct board advisor/member) in a University setting.
- Demonstrated experience in effective conflict resolution.

Working Conditions

- The Hall Director is required to live in an assigned residence hall apartment, maintain regular office hours, and eat with students in campus dining facilities on a regular basis.
- Hall Director work involves performing tasks on evenings, weekends, and holidays. Therefore evening meetings and participation and attendance at programs/activities/events during evening and weekend hours is expected. The Hall Director is considered a "weather essential employee."
- The Hall Director participates in an "on duty" rotation with other Hall Directors (for the entire residence hall system) where a phone is carried when the Residential Life office is closed, during academic break periods, and during summer school. Being "on duty" may require quick on-site response throughout the residence hall system.
- Workloads are expected to be higher while classes are in session during both fall and spring semesters and during opening and closing time periods. Extended vacations may not be approved during peak academic year time periods

Physical Effort

NA

Communications and Relationships (Factor 3)

The Hall Director routinely communicates with the Director of Residential Life, Associate Director, Assistant Directors, Area Directors, Program Advisor and Summer Operations Coordinator, Student Success Coordinator & Conduct Officer, professional Hall Directors, Graduate Assistants (Student Service Coordinators and Academic Programming Coordinators), Community Advisors. Other working relationships include New Student & Family Programs, Counseling Center, University Security, Student Conduct, Women's Center, LGBT Center, Admissions, University Dining, Health

Education, Student Activities, Career Development, Center for Academic Success, Accessibility Resources, Student Relations Coordinators, Institutional Diversity, International Services, General Maintenance Workers and the Supervisor of Residential Life General Maintenance Workers. The Hall Director meets individually with students and occasionally presents to groups of students, establishing the position as a point of contact for issues and concerns.

The nature and purpose of communication with these groups is described below.

- Director, Associate Director, Assistant Directors, Area Directors, Program Advisor and Summer Operations Coordinator, Student Success Coordinator & Conduct Officer: Provide information on administrative functions of residence community, departmental committees and processes, and community development functions of residence community. Consult on student/staff behaviors, share recommendations on policy formation, and bring attention to issues/concerns expressed by students/staff seeking a response or resolution from central staff.
- Professional Hall Directors: Collect information on departmental processes, procedures, and student issues.
- Community Advisors, Graduate Assistant Student Services Coordinators, and Student Assistants: provide direct supervision, work direction, and communicate expectations. Collect information on departmental processes, procedures, and student issues.
- Career Development, New Student & Family Programs, Center for Academic Success, Accessibility Resources, Counseling Center, University Security, Student Conduct, LGBT Center, Women's Center, Health Education, Admissions, University Dining, Institutional Diversity, International Services, Student Relations Coordinators, and Student Activities: provide or collect information and communicate concepts or ideas.
- General Maintenance Workers and Supervisor of Residential Life General Maintenance Workers: provide or collect information related to residence hall facility issues and identify interventions to floor/community issues.
- Students: serve as educator, resource, and general consultant.

Planning and Assessment (Factor 4)

- Participate in developing short and long range strategic plans including goals and objectives to improve the Residence Education program (e.g. new Residential Life housing or renovations; staff selection, training, supervision and evaluation; program development, implementation and evaluation; policy development, communication, and enforcement; committees.) Assist in communicating these plans to appropriate staff. The Hall Director may be delegated specific short-range planning functions.
- Provide training to undergraduate staff in support of the short-term goals that have been identified.
- The Hall Director is responsible for providing semester "service utilization reports" and assisting in assessing results and proposing recommendations for Residence Education functions. The Hall Director assists in implementing changes in response to the Departmental Assessment Plan and/or goals, administered by the Director.

Decision Making and Accountability (Factor 5)

- Provide consistent and fair outcomes in the student conduct cases throughout the community.
- Assist in mediating individual and group conflict.

- Participate in an “on-call” rotation to provide consultation support for live in undergraduate staff and respond on-site to emergencies or crisis.
- Assist in the selection of Community Advisors, Graduate Assistant Student Service Coordinators and Academic Programming Coordinators, and professional Hall Directors.
- Assists in the identification of operational needs for the assigned Residence Community.
- Interpret and apply community development model that emphasizes the first 50 days, first-year student success, academics, and inclusive community programming to meet the expectations of the Division, Residential Life, and the needs of students.
- Assist in the implementation of all residence hall openings and closing throughout the year.
- Help develop strategies to meet stated goals for department-wide committees.
- The Hall Director is expected to make and implement decisions with impact inside the department and to consult with the Area Director of Residential Life on decisions that may have impact outside the department (e.g. disciplinary action for student, staff, conduct sanctions, pre-hearing suspensions, student concerns where resolution is not achieved).
- The Hall Director provides work direction to their Community Advisors, Student Services Coordinator, and Student Assistant. In consultation with the their supervisor and the Associate Director of Residential Life, the Hall Director provides work direction to 68 Community Advisors 5 Graduate Assistants, and 9 professional Hall Directors in the Department.
- Direct supervision of Community Advisors, Student Services Coordinators, and Student Assistants includes assisting and providing structural (goal setting, planning, and implementation) for their success in community development, administrative work, policy enforcement, advising community councils, etc.). Provide training and evaluation.
- In consultation with the Area Director, work direction is provided to all Community Advisors, professional Hall Directors, and Graduate Assistants during training sessions and to accomplish goals of Department committees.
- The Hall Director develops and implements work plans for each academic semester and the summer, and assists or provides recommendations in implementing plans that span more than one year. For example when coordinating specific department-wide committees and functions, the Hall Director will develop strategies to meet stated goals and objectives, gather data and make decisions, evaluate activities, and make future recommendations.

All employees must comply with all department and institution procedures and policies. Minnesota State policies and procedures, as well as local, state and federal laws, regulations, guidelines and business industry standards.

This description is intended to indicate the kinds of responsibilities and level of work difficulty required of the position. It is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under his/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 level of difficulty.

Minnesota State is an Equal Opportunity Employer and Educator.

This position description accurately reflects my current job.

Supervisory Grid

Does this position have responsibility for personnel decisions? If so, place check marks in the applicable boxes

Supervisory Activity	For State Employees Only		
	Participate in process	Make recommendation	Make final decision
Hire: Review job applications for selections of interviewees; Interview applicants; Make hire determinations; Conduct probationary evaluations; Make certification decision	X		
Transfer: Transfer employee from one department to another; Transfer employee within department but to separate location; Transfer employee from one classification to another			
Suspend: Write/sign letters of suspension; Remove employee from payroll			
Promote: Complete/sign promotional rating form; Engage in additional evidence of employee promotion			
Discharge: Write/sign discharge letter; Remove employee from payroll			
Assign work: Assign work to employees; Assign overtime; establish work schedules; determine work priorities; Confirm temporary reassignments with department			
Reward: Enter letters of commendation, etc. in employee file; Grant discretionary bonuses			
Discipline: Issue oral/written reprimand			
Direct work: Approve position descriptions; Train/orient new employees on job duties; Instruct employees on performance of their job duties; Approve/reject work of employees; Grant/withhold step increases; Conduct performance evaluations and complete forms; Approve time records; Approve/reject vacation/absence leave			
Adjust Grievances: Hear on management's behalf at 1 st /2 nd step; Grant/deny grievances			