



## 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:** Assistant Director Residential Education

### Resource Management (Factor 2)

#### Lead worker to:

- Provide direct supervision of Summer Staff (rotating basis), Grad Student Intern (rotating basis), Student Assistant (rotating basis), Desk Assistants (Stadium Heights Only), and Community Advisors. Knowledge of student staff selection is integrated with Student Payroll, Career Development, and University Security.
- Initiate direct contact with students through staff training, crisis intervention, and resolution of concerns with individual students and University staff.
- Serve as a 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 department community development model that includes an emphasis on the first 50 days, resident hangouts (take to, get involved, academic success), MavChats, floor/building meetings, bulletin boards, sociograms, community meals, Community Council, events, and MavConnect support. Knowledge of student development and involvement issues is integrated with Campus Recreation, Health Education, Student Activities, Women's Center, LGBT Center, Diversity Equity & Inclusion, 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 University Advising, Career Development, Accessibility Resources, the Center for Academic Success, and the Residential Life Academic Success Coordinator.
- Preparation of written communication including reports and staff training materials.
- Ensure advising and coaching 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, damage, or harassment; disruptive 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 the Assistant Director of Residential Education, hold staff accountable and provide strategies for success for not meeting reasonable 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 Assistant Director of Residential Education, develop and manage community budgets. The management of these funds impacts the residence community staff team and residents.
- Help solve student issues. 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 report feeling "unsafe" although no threatening behavior has occurred).
- The Hall Director will participate in a team that works to resolve issues such as racism, sexism, heterosexism, bullying, or unaccountable damage that arise in a community.
- The Hall Director will participate in a team that works to help resolve issues created via electronic media communication. Specifically, the Hall Director becomes aware of student issues through electronic media (e.g., Facebook, texting, snap chat, Tik Tok). 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 educate students and help resolve issues connected to student mental health. Specifically, the Hall Director becomes aware of student mental health issues because of both student self-disclosure and student behavior. Some behaviors associated with mental health issues impact the larger floor, hall, or residence community.
- The Hall Director will participate in a team that works to assist students with an accommodation plan. For example, a student who has an accommodation plan 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).

**Annual budget authority:**

- The Hall Director manages their budget, allocations made by Assistant Director of Residential Education, and budgets dedicated to Departmental committees.
- Under the direction of the Assistant Director of Residential Education, the Hall Director has full authority to manage resources for the hall Residence Community and Departmental committees that follow 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 individual 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 (Community Advisors, Grad Student Interns, Student Assistants) to deliver an effective residence hall program in an area of approximately 200-400 students; implement strategies and initiatives that help all students build connections, get involved, and achieve 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.

This position has been designated as weather and emergency essential. In the event of a University closure or emergency event, incumbent is required to report to work and respond as requested.

Refer to Minnesota State Board Policy 4.4 Weather / Short Term Emergency Closings at:

<http://www.minnstate.edu/board/policy/404.html>

**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,” resident hangouts (take to, get involved, academic success), MavChats, floor/building meetings, bulletin boards, sociograms, community meals, Community Council, events, and MavConnect 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 community presidents/event coordinators. 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 from assessment strategies 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 CA staff. (*may include summer school*) Hold intentional weekly one-on-one and staff meetings.
  - May directly supervise Grad Student Intern, Student Assistant, or Desk Assistants.
  - 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.
- Participate and make recommendations in student staff selection including the facilitation of CA candidate interviews.

#### Administrative Responsibilities (15%)

- Meet with Assistant Director of Residential Education weekly and prepare a weekly report.
- 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 Assistant Director of Residential Education.
  - 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 General Maintenance Worker (GMW) and General Repair Worker (GRW) 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 Assistant Director of Residential Education. 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, projects, 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.

Prior to the date of appointment, this position requires a criminal background check conducted by the Minnesota Bureau of Criminal Apprehension (BCA).

#### **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 also 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.

- Based upon this position's essential functions, it reports to Residential Life on the Minnesota State Mankato campus on all scheduled work days and does not have the option of telework.

### Physical Effort

Work safely at all times, which includes but is not limited to, participating in and completing all required safety trainings, as well as performing all job tasks in accordance with Minnesota State University, Mankato policies and procedures utilizing appropriate tools, equipment and personal protective equipment.

### Communications and Relationships (Factor 3)

The Hall Director routinely communicates with the Director of Residential Life, Associate Director, Assistant Directors, Program Advisor and Summer Operations Coordinator, Student Success Coordinator & Conduct Officer, professional Hall Directors, Graduate Assistants (Student Service Coordinators and Academic Programming Coordinators), Grad Student Interns, Desk Assistants, Student Assistants, and 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, University Advising, Accessibility Resources, Student Relations Coordinators, Diversity Equity & Inclusion, International Student 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, Assistant Director of Residential Education, 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, Grad Student Interns, Desk Assistants, 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, University Advising, Accessibility Resources, Counseling Center, University Security, Student Conduct, LGBT Center, Women's Center, Health Education, Admissions, University Dining, Diversity Equity & Inclusion, 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 needed semester 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 interviews of Community Advisors, Graduate Assistant Student Service Coordinators and Academic Programming Coordinators, Grad Student Interns, Student Assistants, Desk Assistants, 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, resident hangouts (take to, get involved, academic success), MavChats, floor/building meetings, bulletin boards, sociograms, community meals, Community Council, events, and MavConnect support 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 Assistant Director of Residential Education 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, Grad Student Intern, Desk Assistants (Stadium Heights), and Student Assistant. In consultation with their supervisor and the Associate Director of Residential Life, the Hall Director may provide work direction to 68 Community Advisors, 5 Graduate Assistants, 1-2 Grad Student Interns, 70+ Desk Assistants, and 9 professional Hall Directors in the Department.
- Direct supervision of Community Advisors and Grad Student Interns, Desk Assistants (Stadium Heights), 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 Assistant Director of Residential Education, work direction is provided to all Community Advisors, professional Hall Directors, Desk Assistants, and Graduate Assistants/Interns 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.
<b>Employee Signature and Date</b>

This position description accurately reflects the employee's current job.
<b>Supervisor Signature, Title and Date</b>

This position description accurately reflects the employee's current job.
<b>Institution Designee Signature, Title and Date</b>



## 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
<b>Hire:</b> Review job applications for selections of interviewees; Interview applicants; Make hire determinations; Conduct probationary evaluations; Make certification decision	X		
<b>Transfer:</b> Transfer employee from one department to another; Transfer employee within department but to separate location; Transfer employee from one classification to another			
<b>Suspend:</b> Write/sign letters of suspension; Remove employee from payroll			
<b>Promote:</b> Complete/sign promotional rating form; Engage in additional evidence of employee promotion			
<b>Discharge:</b> Write/sign discharge letter; Remove employee from payroll			
<b>Assign work:</b> Assign work to employees; Assign overtime; establish work schedules; determine work priorities; Confirm temporary reassignments with department			
<b>Reward:</b> Enter letters of commendation, etc. in employee file; Grant discretionary bonuses			
<b>Discipline:</b> Issue oral/written reprimand			
<b>Direct work:</b> 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			
<b>Adjust Grievances:</b> Hear on management's behalf at 1 <sup>st</sup> /2 <sup>nd</sup> step; Grant/deny grievances			