



## Minnesota State Institution: Minnesota State University, Mankato

### MSUAASF Position Description

- **Employee's Name:** Vacant
- **Working Title:** Program Advisor and Summer Operations Coordinator (Program Advisor)
- **Position Control Number:** 01086433
- **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 student leadership conferences with Minnesota State Mankato delegation and staff. A valid driver's license and ability to drive University vehicles is required.
- **FLSA Designation present:** Non-Exempt
- **FLSA Designation proposed:** [Click or tap here to enter text.](#)
- **Created by:** Torin Akey
- **Reports to:** Associate Director

### Resource Management (Factor 2)

#### Lead worker to:

- Advise Residence Hall Association (RHA) and National Residence Hall Association (NRHH).
- Provide cyclical training each year to RHA executive board and NRHH executive board to best pursue organizational goals; provide feedback and skill building opportunities when elected leaders are not meeting the expectations of their position. Typically, each year the executive board members are newly elected (especially President) and have a variety of learning curve issues related to their role in presiding over the assembly.
- Provide insight and issues to consider as RHA finalizes line items for their leadership program budget (approximately \$50,000) and makes purchases.
- Develop and maintain leadership resources for student leaders and RL staff.
- Prioritize and communicate issues referred to RHA for feedback by RL staff members.
- Assist RHA executive board in developing a process to prioritize issues raised by students. Balance the role of advocating for students based on the concerns and issues they raise in RHA and representing the Department of Residential Life. (For example: listening to concerns about door locking policies, quiet hour policies, the University Dining experience, and responding appropriately while also considering the "larger picture" of the department.)
- Assist a group of students preparing a bid to host a regional or national conference. Preparing a conference bid requires significant logistical preparations and communication with a variety of constituents prior to implementation and requires the advisor to tactfully reward and encourage enthusiasm for organizing a bid and sharing a realistic perspective on what can be achieved and implemented. If a bid is won, the advisor provides significant logistical preparations and coordinates communication with a variety of constituents to prepare for and implement a successful leadership conference.

- In consultation with Associate Director, provide work direction to Community Advisors, Hall Directors, and Student Service Coordinators by providing on-going training on the implementation of approximately 68 community councils, access to floor funds, and communicating leadership opportunities for students.
- Provide support, recognition, and resources throughout the academic year to undergraduate Community Advisors and Hall Directors in their creation of community councils that support the goals of RHA and Residential Life.
- Provide direction to a student leadership conference (typically 2-4 hours) and seek opportunities to connect Divisional/Minnesota State Mankato initiatives (access and involvement of underrepresented students) to leadership development. Create curriculum for non-credit student leadership seminar/experience. Coordinate marketing and assessment of programs.
- Develop and implement student leadership work plans for each academic semester and the summer, and assist in implementing plans that span more than one year. (For example: plan for the transition from one RHA/NRHH executive board to the newly elected executive board.)
- Supervise and evaluate conference staff in relation to the following: conference preparations and departures, conference check-ins and checkouts, desk services, “on duty” responsibilities, and special assignments.
- Develop ways to recruit, select, and retain a committed and productive group of student employees.
- Provide a safe and secure conference environment in consultation with University Security and Environmental Health and Safety.
- Examine ways to meet the needs of internal and external constituents through determining personnel staffing, hours/length of front desk operation, “on duty” services, and advanced planning. Reservations generally begin in the fall; contracts, personnel, and supplies finalized in the spring, and work schedules implemented in the summer. Many conference groups return each year and need to be scheduled around capital improvement projects and have estimated rates several months in advance.
- Coordinate conference schedule with Assistant Director Environment, Safety Services Specialists, and Building Services Foreman to accommodate renovations, cleaning, and maintenance needs.
- Evaluate the department’s conference program and preseason housing in relation to other college/university conference programs; project a positive image for the University and works collaboratively with internal and external constituents.
- Manage meal time periods of multiple conference group guests with University Dining Services and maximize customer service of this element of the conference experience.
- Manage Residential Life website content for conference operations.
- Partner with Admissions and Residential Life to strategically display campus and/or department information to spaces used by conference guests.

**Annual budget authority:**

- Provide oversight to the residential education leadership program (approximately \$50K), the Leadership Resource Center, and management of the non-salary conference program (approximately \$30K budget). Under the guidance of the Associate Director, has full authority to manage resources for the Residential Life student leadership and conference programs that

are in compliance with federal, state and local laws, Minnesota State system policies and procedures, and Minnesota State Mankato policies and procedures.

- Budget decisions impact the effective delivery of a conference/preseason housing program serving over 3,300 participants annually (Pre COVID) and a well-managed and marketed leadership program attracts involvement and students who choose to be involved in community councils often apply for leadership positions (Community Advisors, Orientation Peer Assistants, Learning Community Coordinators, and Ambassadors) throughout the Minnesota State Mankato community. Research demonstrates that students who are involved are more successful.
- Provide input and recommendations into decisions made by the Director of Residential Life including conference rates.

### **Position Purpose**

- The Residence Hall Program Advisor and Summer Operations Coordinator (Program Advisor) provides leadership in the advising of all aspects of the Residence Hall Association and the National Residence Hall Honorary and provide on-going training, challenge, and support to Residential Life staff in their work with community councils. The Program Advisor is responsible for creating and supporting intentionally structured residence hall leadership development activities including leadership workshops/experiences and a student leadership conference; serving as a connection to Minnesota State's Student Government and Student Activities, and coordinating RHA representation at department and university functions. Additionally, the Program Advisor manages all aspects of the Residential Life summer conference, guest housing, and preseason housing program in collaboration with other departments within the Division of Student Affairs and the University and serves as liaison with all conference groups. (LIVE-ON: Negotiable)

### **Responsibilities and Results**

#### **Student Leadership Advising (35%)**

- Advise Residence Hall Association and provide ongoing training and support to RHA executive board and each floor/building representative.
- Advise National Residence Hall Association and provide ongoing training and support to NRHH member executive board and at-large members.
- Communicate issues raised by students with central staff management team and help facilitate communication of information back to student(s).
- Implement strategies/programs to recognize student leaders, develop the leadership resource center, and create/oversee leadership publications and marketing tools.
- Participate in MACURH/NACURH advisor meetings.

#### **Leadership Program Development (10%)**

- Create training workshops for community councils.
- Organize student leadership conference.
- Develop and coordinate leadership workshops/experiences each semester.
- Work with residential education staff (Hall Directors, Community Advisors) to provide advising training and to communicate and coordinate RHA/NRHH issues, programs, and leadership opportunities in support of the development of successful community councils.
- Develop and maintain working relationship with students, parents, and Residential Life constituents throughout the University and professional organizations.

- Serve as student leadership connection to Student Activities and Minnesota State’s Student Government.
- Seek opportunities to connect Divisional/Minnesota State Mankato initiatives (access and involvement of underrepresented students) to leadership development.

**Student Leadership Conferences (5%)**

- Organize/attend student leadership conferences with Minnesota State Mankato delegation at state, regional, and national levels.

**Central Staff Responsibilities (5%)**

- Represent Residential Life on internal, Divisional, and University work groups, task forces, and committees.
- Serve as “satellite scheduler” for campus EMS reservation system.
- Assist Residential Life in other areas as assigned including student retention and student success efforts.

**Conference Program Implementation (25%)**

- Oversee the daily operations of the conference program including documentation (notes, pictures, etc.) that can be utilized for planning future visits by each conference.
- Coordinate all pre-conference set-ups and post-conference breakdowns.
- Coordinate room tour process for students/family during university summer orientation days.
- Coordinate conference registrations, contracts, departures and invoices for billing.
- Manage conference inventory.
- Maintain, monitor, and coordinate reservations (and billing) for guest housing and pre-season housing.
- Serve as primary RL liaison with all conference groups and campus partners including University Dining, University Security, and Orientation.
- Coordinate with RL team the placement of individual conferences groups in consideration of summer housing, repair, and maintenance processes.

**Conference Supervision (10%)**

- Recruit, select, train and supervise student conferences personnel.

**Administrative Responsibilities (5%)**

- Meet with Associate Director weekly.
- Attend staff meetings including residential education, leadership team, central staff, project coordination, and campus scheduling.
- Maintain an inviting office space.
- Maintain files and prepare required reports.

**Minimum Qualifications (Factor 1)**

- Bachelor’s Degree.

**Preferred Qualifications**

- Experience in training and empowering individual students and groups.
- Demonstrated effectiveness in applying student leadership theory/practices.
- Demonstrated effectiveness in student leadership program development, implementation, and evaluation.
- Excellent communication skills including verbal, written, and interpersonal.

- Demonstrated supervision experience.
- Excellent administrative skills.
- Demonstrated commitment to fostering a diverse working and learning environment.
- Demonstrated skill in developing and implementing summer conference programs.

### Working Conditions

- Program Advisor work involves performing certain 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 Program Advisor is considered a “weather essential employee.”
- The Program Advisor will participate in a 24/7 “on-duty” rotation during the summer conference season. Being “on duty” may require quick on-site response throughout the residence hall system.

### Physical Effort

- Sight, speaking, an ability to write/type, and mobility to visit residence halls are required for conference operations.
- Moderate physical effort when preparing spaces for conference occupancy.

### Communications and Relationships (Factor 3)

- Regarding the leadership program the Program Advisor routinely communicates with the Director of Residential Life, the Associate Director, Assistant Directors, Student Success Coordinator, Hall Directors, Community Advisors, RHA Executive Board and general membership, and NRHH Executive Board and general membership. Other working relationships include Minnesota State Student Government, Student Activities, New Student & Family Programs, and MACURH/NACURH organizations.
- Regarding the conference program the Program Advisor routinely communicates with University Scheduling and Conference Services, University Security, Office of Finance and Administration, Facilities Management (e.g., Building Services, Facility Services, Environmental Health and Safety, Purchasing), Intercollegiate Athletics, Accessibility Resources, New Student & Family Programs, Diversity, Equity, & Inclusion, Maverick Success Program, University Dining Services, Admissions, and other internal and external conference sponsors.

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

- Approximately 68 Community Advisors, Hall Directors, and Assistant Directors: Provide information on elections of community councils, student leadership workshops/experiences, and conference opportunities. Share issues/concerns expressed by students seeking a response or resolution with central staff team.
- Students: collect and provide feedback and information on policies and procedures of the living on campus experience for students seeking “why” or “reason” behind a decision or policy. Seek opportunities to collaborate with Minnesota State’s Student Government and Student Activities to initiate leadership opportunities for students.
- Students: balance listening to ideas and concerns of emotionally charged issues shared by students and serving as their advocate (for example, COVID policies and practices, food service concerns) with the role of being a representative of Residential Life.

- University Scheduling and Conference Services: provide and collect information, communicate concepts, persuade others, and negotiate.
- University Security: provide information and communicate concepts.
- Office of Finance and Administration: provide information and communicate concepts.
- Facilities Management (e.g. Building Services, Facility Services, Environmental Health and Safety, Purchasing): provide and collect information and communicate concepts.
- Intercollegiate Athletics: provide and collect information, communicate concepts, and negotiate.
- Accessibility Resources: provide information and communicate concepts regarding accessible accommodations.
- New Student & Family Programs: provide and collect information, communicate concepts, and negotiate.
- Diversity, Equity, & Inclusion; Maverick Success Program: provide and collect information, communicate concepts, and negotiate.
- University Dining Services: provide information and communicate concepts.
- Admissions: provide and collect information, communicate concepts, and negotiate.
- MACURH/NACURH: provide and collect information.

#### Planning and Assessment (Factor 4)

- Participate in developing short and long range strategic plans including goals and objectives to improve the Residential Life leadership program and communicate these plans to appropriate Minnesota State Mankato constituents including weekly planning updates to Res Ed and Central Office staff.
- Provide training (on student leadership issues) to student leaders, Community Advisors, and Hall Directors; and training to conference staff in support of the short-term goals that have been identified.
- Assist student leaders in their process of submitting bids to host state, regional, and national leadership conferences for subsequent years and assist students leaders in preparing for and implementing a successful conference when the bid is awarded.
- Provide leadership to creating marketing and intentional, effective content for leadership workshops/experiences curriculum and one-day leadership conference. Some short term responsibilities can be delegated to residential education committee members and student leaders.
- Monitor usage of Leadership Resource Center and determine additional needs.
- Responsible for short and long range planning relative to all aspects of conference housing within Residential Life. This includes program development and planning, evaluation, staffing, inventory, rate structure, facility usage, website information and marketing.
- Provide input to University Scheduling and Conference Services (Division of Student Affairs) and Facilities Management (Finance and Administration Division) regarding short and long range planning relative to aspects of conference housing.
- Design and implement assessment processes regarding the leadership workshops/experiences, the one-day leadership conference, and the functioning of RHA and NRHH, including the leadership of the executive boards.
- Assess results regarding conference operations and for proposing and implementing needed changes

### Decision Making and Accountability (Factor 5)

- Identify and implement approaches to provide effective advising to new and returning undergraduate student leaders elected to executive board positions in RHA and NRHH.
- Develop and communicate an understanding of the multiple perspectives (student, Residential Life, other departments) impacting student questions and concerns.
- Determine strategies to provide helpful training to Community Council members, Community Advisors, and Hall Directors in support of the “community council” residential leadership experience.
- Consult with Director response(s) to student requests through RHA.
- Monitor leadership budget and ensure purchasing guidelines are met.
- Create leadership programs (several hour student leadership conference, curriculum for leadership workshops/experiences , etc.) that attract and support a diverse range of participants.
- Determine purchases of conference inventory and vendor services.
- Select, train, schedule, and evaluate conference staff.
- Determine hours of operation and length of conference season.
- Determine location of conference groups and, when needed, preseason housing for groups arriving prior to early move in to fall assignments.
- Develop the conference budget and recommend conference rates in consultation with the Director of Residential Life.
- Propose new procedures and processes to support conference housing; provide content updates for RL website.
- Identify how and who should communicate department responses to internal and external constituents regarding conference operations in consultation with Associate Director.
- Make decisions with impact inside the department and consult with Associate Director on decisions that may have impact outside the department (e.g. termination of student staff, inappropriate conference guest behavior) regarding the leadership and conference programs.
  - Groups affected by decisions made regarding the leadership program include students living in the residence halls, direct members of RHA, NRHH, student staff, Hall Directors, Assistant Directors, and other professional Residence Life staff; departments/organizations including Student Activities and Minnesota State’s Student Government.
  - Groups affected by decisions made regarding the conference program include University Scheduling and Conference Services, University Security, Office of Finance and Administration, Facilities Management (e.g., Building Services, Facility Services, Environmental Health and Safety, Purchasing), Intercollegiate Athletics, Accessibility Resources, New Student & Family Programs, Diversity, Equity, & Inclusion, Maverick Success Program, University Dining Services, and Admissions.

*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.*

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