



Minnesota State Institution: Minnesota State University, Mankato

MSUAASF Position Description

- **Employee's Name:** [Click or tap here to enter text.](#)
- **Working Title:** Assistant Director Residential Education
- **Position Control Number:**
- **Salary Range present:** Range C
- **Salary Range proposed:** Range C
- **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:** Associate Director

Resource Management (Factor 2)

Lead worker to:

- Provide direct supervision of Hall Directors (HDs) and Student Services Coordinator graduate assistants (SSCs); indirect supervision of Grad Student Interns, Community Advisors (CAs), Student Assistant(s), and Desk Assistants.
- Develop and oversee all aspects (responsibilities, marketing, interviews, selection, onboarding, evaluation) of residential education internship program where 1-2 HDs supervise a graduate student intern. (Responsibility of Assistant Director supervising SSCs)
- Assist in the planning/implementation of housing for international students in August and January; coordinate regular staff development experiences for Residential Education staff related to international student populations living on campus; develop and lead implementation strategies that assist international students in their on-campus transition. (Responsibility of Assistant Director supervising SSCs)
- Present to external groups including both prospective and Orientation students/parents.
- Facilitate direct contact with students through staff training, crisis intervention, and resolution of concerns with individual students, parents, and University staff.
- Assist in the development and implementation of department actively engaged community development strategy that strives to help all students build connections, get involved, and achieve success.
- Oversee and guide community development strategies 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.

- Provide direct contact with University Learning Communities Director to identify and implement collaborative opportunities that support and enhance the learning community program at Minnesota State Mankato.
- Prepare written communication including reports and staff training materials.
- Direct and provide advising and coaching of students, regarding academic, personal, roommate, and mental health issues. Develop working knowledge of campus and community resources.
- Direct and mediate individual and group conflicts and intentionally intervene when community 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.
- Manage conduct process in residence community and serve as conduct hearing officer and conduct appeal officer. Guide HDs in the use of developmental conversations and consequences. Identify and implement 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.
- Maintain communication with parents who seek information or have concerns about their students' experience (e.g., roommate conflicts, conduct involvement, homesickness, alcohol issues, Department policies and procedures).
- Assist in recruitment, interviews, and selection of a variety of undergraduate, graduate, and professional staff positions in Residential Life. Pending committee/project assignment, coordinate application, interview, and selection process in consultation with the Associate Director. Provide information, guidance, and training to HDs and SSCs on interview process for Community Advisors, Grad Student Interns, Student Assistants and Desk Assistants.
- 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 and the Division of Student Affairs. In consultation with Associate Director of Residential Life, hold staff accountable (and assist HDs and SSCs) in holding staff accountable for not meeting reasonable job expectations utilizing established procedures.
- Manage summer school operation including hiring and training of summer staff, coordinate duty coverage, desk operation, and implementation of process for interim moves and check-in/check-out for summer school modules. (depending on location of summer school)
- Develop and manage activity and administrative budgets for each Residence Community.
- Address special needs and requests that students present. 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).
- Direct and participate in a team that works to address issues that emerge including, but not limited to behaviors associated with bullying, discrimination, harassment, vandalism, etc.
- The Assistant Director will direct and participate in a team that works to help resolve issues created via electronic media communication. Specifically, the Assistant Director becomes aware of student issues through electronic media (e.g., Facebook, texting, Snap Chat, twitter, 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 Assistant Director will direct and participate in a team that works to educate students and help resolve issues connected to student mental health. Specifically, the Assistant Director becomes aware of student mental health issues because of student self-disclosure and student behavior. Some behaviors associated with mental health issues impact the larger floor, hall, or residence community and require the Assistant Director to provide intervention leadership.
- The Assistant Director will direct and participate in a team that works to meet accommodation plan needs. Specifically, 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; talking with a student about their emotional support animal).
- The Assistant Director will participate in a team that works to address the unintended issue(s) related to implementation of pandemic strategies.

Annual budget authority:

- The Assistant Director manages each Residence Community budget and budgets dedicated to Departmental committees and responsibilities.
- Under the direction of the Associate Director, Residential Life, the Assistant Director has full authority to manage resources for their assigned Residence Communities and Departmental committees that are following federal, state, and local laws, Minnesota State system policies and procedures, and Minnesota State Mankato policies and procedures.
- The Assistant Director provides input into decisions made by the Director of Residential Life.

Position Purpose

The Assistant Director of Residential Education is responsible for the student development program and administration of students living in our 5 residence communities. Duties: supervise a combination of full-time Hall Directors (HDs) and Student Services Coordinator (SSCs) graduate assistants; indirectly supervise a combination of undergraduate Student Assistants (SAs), Grad student interns, Community Advisors (CAs) and Desk Assistants; monitor community budgets; lead an actively engaged community development framework that help all students build connections, get involved, and achieve success; supervise conduct process in residence communities; direct departmental efforts in staff selection or staff training; involvement in departmental and University committees, annual budget development process and policy formation. Work closely with a variety of campus partners.

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 (30%)

- Work with department staff and students to create and maintain a living and learning environment that applies student development theory to support the mission of Minnesota State Mankato and the Department of Residential Life.
 - Develop working knowledge of campus and community resources, educate staff on these resources, and establish partnerships that support student success.
 - 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 community conflicts/challenges, and mental health issues. Coordinate this effort with HD and SSC team.
 - Assist in mediating individual and group conflicts.
 - Manage conduct process in residence communities and guide staff in the use of developmental conversations and consequences. Serve as both a hearing officer and an appeal officer for conduct cases, distribute cases to HDs and provide them guidance on procedures, due process, and implementation.
 - Assist in student leadership development through the support of the Residence Hall Association, National Residence Hall Honorary, and community councils.
 - Assist in the development and implementation of a residential education actively engaged community development strategy. Oversee and guide community development strategies 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, WOW events, and MavConnect support.
 - Serve as educator, consultant, and general resource for students and staff.
 - Oversee live-in staff visibility plans and work schedules.
 - Coordinate successful implementation of “data collection tool” to assess and assist in maximizing students’ experience.
- Maintain communication with parents, faculty, staff, and other administrative personnel as needed.
- Develop an effective working relationship with University Learning Communities to identify and implement collaborative opportunities that support and enhance the learning community program at Minnesota State Mankato.
- Participate in an “on-call” rotation to provide consultation support for live-in staff and respond on-site, or coordinate a response, to emergencies and crisis.

Supervision (25%)

- Selection, supervision, training, and evaluation of staff.
 - Directly supervise and evaluate the professional Hall Directors, SSC graduate assistants, or both. Hold regular and intentional one-on-one meetings, team meetings, and area meetings.
 - Provide indirect supervision to Grad Student Interns, SAs, CAs and Desk Assistants.

- Facilitate regular staff meetings in residence communities.
- Participate and present training topics in fall/winter training and throughout the academic year for HDs, CAs, and SSCs.
- Serve as a resource on university and departmental policies and procedures. Provide opportunities for residence community staff to share in the development and evaluation of policies and procedures.
- Assist in the selection of CAs, SAs, Desk Assistants, and graduate staff.
- Supervise summer graduate staff and on a rotating basis, supervise ACUHO-I intern and/or manage summer school operation.

Administrative Responsibilities (20%)

- Meet with Associate Director regularly.
- Attend weekly staff meetings including residential education, leadership team, and central staff.
- Maintain and improve the physical environment of the residence community in conjunction with the Assistant Director of Environment and the Assistant Director for Safety and Services Specialist.
 - Issue and control staff keys.
 - Ensure all safety, security, and maintenance needs are reported to appropriate personnel.
 - Develop regular communication practices with GMW and trade staff.
 - Assist in developing renovation/inventory replacement priorities.
- Oversee the residence community desk operations.
- Plan, direct, and manage 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 the Residential Data Support Specialist.
- Coordinate administrative functions with Property Manager (*Stadium Heights community only*).
- Assist Assistant Director of Planning, Marketing, and Administration in planning/implementation for housing international students in August and January.
- Perform tasks in accordance with established Residential Life procedures and deadlines.
- Maintain an inviting office space.
- Coordinate duty system for community advisor staff.
- Assist in the implementation of all residence hall openings and closing throughout the year.
- Maintain files and prepare required reports.

Department Responsibilities (20%)

- Coordinate specific department-wide committees and functions. Such responsibilities include:
 - Develop goals and objectives for that committee.
 - Develop strategies to meet stated goals and objectives.
 - Decision-making and data gathering in conjunction with all staff.
 - Evaluate activities on an on-going basis.
 - Communicate regularly with Associate Director on committee efforts.

- Provide leadership to the committee members.
- Maintain complete files of all activities.
- Represent Residential Life during Orientation.
- Coordinate and participate in providing regular tours of Residence Communities.
- Coordinate regular staff development experiences for Residential Education staff related to international student populations living on campus.
- Develop and oversee all aspects (responsibilities, marketing, interviews, selection, onboarding, evaluation) of residential education grad student internship program.
- Assist in the selection of full-time positions in Residential Life.
- Assist in the budget development of Residential Life.
- Assist Residential Life in other areas as assigned.

Divisional Responsibilities (5%)

- Represent Residential Life on Divisional and University work groups, task forces, and committees.
- Assist in University student retention efforts including MavCARES and MavConnect.

Minimum Qualifications (Factor 1)

Master’s Degree in College Student Personnel or related field and minimum of one-year full-time post master’s experience in Residential Life (or related student affairs area) prior to start of employment.

Minimum of 3 years full-time experience (post bachelor’s and prior to start of employment) in Residential Life or related student affairs area may be substituted for master’s degree and one-year post master’s experience.

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

Preferred Qualifications

- Experience with the student conduct process (hearing officer, conduct board advisor/member) in a university setting
- Excellent communication skills including verbal, written and interpersonal
- Demonstrated supervision experience (graduate or professional staff)
- Excellent administrative skills, including an ability to effectively manage multiple priorities
- Demonstrated effectiveness in applying student development theory
- Demonstrated ability to interact effectively with a wide range of university personnel
- Commitment to fostering a diverse working and learning environment

Working Conditions

- Residence Hall work involves performing certain tasks on evenings, weekends, and holidays. Therefore, evening meetings and participation and attendance at occasional programs/activities/events during evening and weekend hours is expected.

- The Assistant Director participates in an “on-call” rotation where a phone is carried 24 hours a day and may require consultation and/or a coordinated response on campus. The Assistant Director is considered a “weather essential employee.”
- 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 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 Assistant Director routinely communicates with the Director of Residential Life, Associate Director, Assistant Directors, Program Advisor and Summer Operations Coordinator, Student Success Coordinator & Conduct Officer, Hall Directors, Graduate Assistants, Grad Student Interns, 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, Equal Opportunity and Title IX, Student Activities, Career Development, Center for Academic Success, Accessibility Resources, University Advising, Student Relations Coordinators, Diversity Equity & Inclusion, International Student Services, University Learning Communities, General Maintenance Workers and the Supervisor of Residential Life General Maintenance Workers. The Assistant Director meets individually with students and parents and occasionally presents to student and parent groups, 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, 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.
- Hall Directors, graduate assistant Student Services Coordinators, Student Assistants: provide supervision, work direction, and communicate expectations. Collect information on departmental processes, procedures, and student issues.
- Community Advisors, Grad Student Interns, and Desk Assistants: provide indirect supervision, work direction, and communicate expectations. Collect information on departmental processes, procedures, and student issues.
- New Student & Family Programs: provide or collect information and communicate concepts or ideas. Occasionally communication is on sensitive staff or student issues.

- Career Development, University Advising, Center for Academic Success, Accessibility Resources, Counseling Center, University Security, Student Conduct, LGBT Center, Women’s Center, Health Education, Admissions, Equal Opportunity and Title IX, University Dining, Diversity Equity & Inclusion, International Student Services, University Learning Communities, 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.
- Parents: meet individually to listen to ideas and concerns (some that are emotionally charged) and to communicate some aspect of the Residential Life program.

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; new Grad Student intern program, pandemic strategies, and services; staff selection, training, supervision, and evaluation; community development strategies, implementation, and evaluation; policy development, communication, and enforcement; committees). Assist in communicating these plans to appropriate staff. The Assistant Director may be delegated specific short-range planning functions.
- Provide training to undergraduate staff, SSCs and HDs in support of the short-term goals that have been identified.
- The Assistant Director is responsible for providing annual reports and assisting in assessing results and proposing recommendations for Residence Education functions. The Assistant 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)

- Manage conduct process in area of responsibility, provide consistent and fair outcomes in the student conduct cases throughout the community, and serve as an appeal officer for conduct cases from other residence communities.
- Assist in mediating individual and group conflict.
- Participate in an “on-call” rotation to provide consultation support for live-in staff and respond on-site, or coordinate response, to emergencies or crisis.
- Assist in the selection of CAs, Graduate Assistants, Grad Student Interns, SAs, Desk Assistants, and HDs.
- Assist in the identification of operational needs for each assigned Residence Community.
- Interpret and apply actively engaged community development strategy 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.
- Assist in the implementation of all residence hall openings and closing throughout the year.

- Develop goals, objectives, and strategies to meet stated goals for department-wide committees and summer graduate assistantships.
- Make and implement decisions with impact inside the department and to consult with the Associate Director of Residential Life on decisions that may have impact outside the department (e.g., disciplinary action for graduate or professional staff and termination of undergraduate staff, conduct sanctions of contract termination, pre-hearing suspensions, administrative reassignments, conduct appeals, parent/student concerns where resolution is not achieved).
- The Assistant Director provides work direction for the following: HDs and SSC graduate assistants. Indirectly, the Assistant Director provides work direction to Grad Student Interns, SAs, CAs and Desk Assistants in each Residence Community. In consultation with the Associate Director of Residential Life, the Assistant Director provides work direction to 68 CAs, 5 graduate assistants, 4 SAs, 1-2 Grad Student Interns, 70 Desk Assistants and 9 HDs in the Department.
- Direct supervision of HDs includes assisting them and providing structures (goal setting, evaluation of outcomes) for their success in supervision, community development implementation, administrative tasks, and their role as a conduct hearing officer.
- Direct supervision of the SSC graduate assistants includes providing the training and support to successfully operate a residence hall desk operation including hiring of Desk Assistants, creating desk schedules, issuing loaner keys, and requesting core changes, providing effective customer service, room change process management, and sorting mail per regulations.
- Indirect supervision of Grad Student Interns and Student Assistant(s) includes providing oversight to training, work direction, and evaluation.
- Indirect supervision of Desk Assistants includes working with SSC to implement on-going training to provide effective customer service and to ensure mail is sorted per regulations.
- Indirect supervision of CAs includes assisting HDs in setting reasonable goals, providing support and structure, and providing work direction to their CAs. Additionally, ensure that CAs are meeting job expectations.
- In consultation with the Associate Director, work direction is provided to all CAs, HDs, Desk Assistants, and graduate assistants/interns during training sessions and to accomplish goals of Department committees.
- The Assistant 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, in the supervision of SSC graduate assistants, the Assistant Director, over a two-year period, provides structure, opportunities, feedback, and guidance in helping develop professional competencies in the graduate staff member. A second example when directing departmental efforts in staff selection or staff training, the Assistant Director provides guidance in implementing a process or program, assists in evaluating the outcomes of that process or program, and makes recommendations for future implementation of that process or program. A third example is providing direction and guidance with their HDs on the development and implementation of their professional development and visibility plans.

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.
Employee Signature and Date

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

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

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	X	
Transfer: Transfer employee from one department to another; Transfer employee within department but to separate location; Transfer employee from one classification to another	X	X	
Suspend: Write/sign letters of suspension; Remove employee from payroll	X	X	
Promote: Complete/sign promotional rating form; Engage in additional evidence of employee promotion	X	X	
Discharge: Write/sign discharge letter; Remove employee from payroll	X	X	
Assign work: Assign work to employees; Assign overtime; establish work schedules; determine work priorities; Confirm temporary reassignments with department	X	X	X
Reward: Enter letters of commendation, etc. in employee file; Grant discretionary bonuses	X	X	X
Discipline: Issue oral/written reprimand	X	X	
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	X	X	X
Adjust Grievances: Hear on management's behalf at 1 st /2 nd step; Grant/deny grievances			