

Assistant Director for Campus Housing at Illinois Central College Position Description

The Assistant Director (AD) is a live-in position who works within a residential community to carry out ICC's and COCM's mission, vision and values. The Assistant Director's primary role is to interact with residents directly and work the Resident Assistant staff to create a community which supports residents' academic achievement, civility and engagement on campus.

The Assistant Director's responsibilities require a combination of managerial and interpersonal skills aimed at developing an environment in which individual responsibility and respect for differences are fostered and valued. The AD works collaboratively with the on-site management team and college partners to manage resources and facilitate interactions with residents that contribute to a positive living environment for all members of the community. The AD exhibits the willingness and maturity to participate in new experiences, challenge personal values and accept feedback.

Assistant Director is responsible for, but not limited to:

Community Development Responsibilities

- Facilitate the development of a community by creating opportunities for residents to interact and provide leadership and guidance to program development.
- Recruit, hire, train and supervise a staff of eight Resident Advisors.
- Solicit, plan, organize and implement events and activities that meet the intellectual, social, cultural and academic needs of residents.
- Facilitate a residential curriculum that includes academic support, wellness education and student success programs and initiatives.
- Develop communication and encourage dialogue through various methods of communication, including but not limited to, meetings, debates, websites, blogs, emails, newsletters, social media, etc.
- Mediate conflicts that occur between residents.
- Serve as Conduct Hearing Officer for violations of the Residence Life Handbook
- Address individual student needs and concerns and follow up when necessary.
- Be visible and available within the community.
- Actively build and encourage relationships between persons of different identities and backgrounds.
- Develop and maintain active partnerships with and inform residents of campus resources for health/wellness and academic support.
- Perform all other duties as assigned.

Administrative and Communication Responsibilities

- Maintain event/activity expenditures to reflect approved budget(s).
- Correspond with supervisor(s) on a daily basis. Respond to all communication in a timely manner.
- Maintain regular and open communication with RA staff. Respond to all communication in a timely manner.

- Provide office and staff support as assigned.
- Demonstrate, develop and maintain interactive communication skills including basic counseling skills, understanding of cultural differences and intercultural communications, and basic conflict mediation skills.
- Be aware and knowledgeable of facility issues and concerns. Inform supervisor(s) of chronic or unresolved issues. Assist the maintenance team in reporting and repairing maintenance needs.
- Conduct regular building inspections to assess the status of the building and ensure facility upkeep.
- Assume responsibility for identifying, reporting and correcting safety and security concerns; educate residents about safety and security measures.
- Record and report information outlined on forms (incident reports, weekly reports, surveys, etc.). Complete other paperwork as required and directed by supervisor(s).
- Complete unit checks and maintain accurate room condition reports, including when people move in and out of rooms.
- Serve as an ambassador for ICC and Capstone On-Campus Management. All communication (electronic, voicemail, personal contact, guided tours, etc.) should be reflective of this role, presenting a positive and professional image of the College and Capstone On-Campus Management.
- Works collaboratively with ICC partners to manage resources and facilitate interactions that contribute to a positive living environment for all members of the community.
- Help maintain the office appearance and supply areas.
- Distribute paperwork, flyers, brochures, etc. according to instructions.
- Develop and maintain relationships with students, RA's and community management team while serving as their liaison.
- Assist with student records.
- Responsible for collecting materials used for community surveys.
- Take initiative to solve problems that may arise within the community.
- Handle sensitive information properly and abide by all FERPA policies consistent with ICC.
- Encourage residents to hold each other accountable at ICC and Capstone On-Campus Management policies and procedures.
- Abide by the ICC and Capstone On-Campus Management policies; confront, enforce and report violations of policies and inappropriate behavior. Assist College officials or other responsible parties elsewhere when requested to do so.

Training, Meetings and On-Call Responsibilities

- Attend and fully participate in staff meetings, training sessions, in-service programs, staff development programs and individual meetings with supervisor(s); work as a member of community on-site management team.
- Develop and facilitate regular and on-going training for RA staff.
- Facilitate regular weekly meetings with RA staff as a team and individually.
- Assist with the opening and transitioning of the community at the beginning and end of each term and other officially scheduled breaks.
- Assume on-call responsibility as scheduled, including winter and spring breaks.
- Respond to lockouts, crises and emergencies as directed by established protocols or as directed by supervisor(s) or other management personnel.

- Be available for listening, advising, and support residents with difficult situations while recognizing personal and positional limitations.
- Act as an initial contact, referral agent, and follow up for students in crisis.
- Assume other duties as assigned.

Terms and Conditions of Employment

- The AD position requires a regular work day (8:00am to 4:30pm, Monday to Friday) with additional responsibilities in the evenings and weekends as needed.
- The AD is required to be present at the community at least two weekends a month.
- Serves in an evening and weekend duty rotation. While on duty, serves as a resource and back up to the RA staff, and responds to major incidents. Being on duty requires the AD be within a 15 minute response radius of the community.
- The Assistant Director may be terminated at any time as a result of the following conditions:
 - Violating ICC and/or Capstone On-Campus Management's policies
 - Failure to comply with the conditions of a warning or probation, as issued by supervisor(s)
 - Unsatisfactory job evaluation

Expectations

- Being an Assistant Director is a significant commitment of time, energy and dedication, but it is also extremely fulfilling and rewarding to be a leader in the community.
- ADs are required to limit outside activities so that those activities will not conflict with their job responsibilities.
- After family responsibilities, the Assistant Director's primary commitment is this position.
- Serve as a leader and role model for the student community.

Supervision

- The AD will receive direct supervision from the Director and our ICC partners. ADs will also receive indirect supervision from the COCM Regional Manager. ADs are responsible for the above outlined job description, supervisor expectations, the Lease and Housing Agreement and additional duties as assigned by individual supervisor(s).

Competencies

To perform this job successfully, an individual should demonstrate the following competencies:

- *Problem Solving* - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; uses reason even when dealing with emotional topics.
- *Customer Service* - Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance.
- *Interpersonal Skills* - Focuses on solving conflict, not blaming; maintains confidentiality.
- *Oral Communication* - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification.
- *Written Communication* - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

- *Delegation* - Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.
- *Leadership* - Exhibits confidence in self and others; inspires and motivates others to perform well; accepts feedback from others.
- *Managing People* - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self-available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth.
- *Quality Management* - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- *Cost Consciousness* - Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue.
- *Diversity* - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; promotes a harassment-free environment; builds a diverse workforce.
- *Ethics* - Treats people with respect; keeps commitments; works with integrity and ethically; upholds organizational values.
- *Strategic Thinking* - Develops strategies to achieve organizational goals.
- *Judgment* - Displays willingness to make decisions; exhibits sound and accurate judgment; includes appropriate people in the decision-making process; makes timely decisions.
- *Planning/Organizing* - Uses time efficiently; sets goals and objectives; develops realistic action plans.
- *Professionalism* - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- *Quality* - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality.
- *Safety and Security* - Determines appropriate action beyond guidelines; reports potentially unsafe conditions.
- *Adaptability* - Manages competing demands.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications

- Bachelor's degree.
- Experience in higher education administration and/or student affairs.
- A comprehensive understanding of student development, student personnel, and adjudication.
- Demonstrated understanding and strong commitment to cultural diversity. Must exhibit a strong commitment to academic rigor, intellectual discourse and the benefit of continual self-assessment.
- Must have experience, comfort and confidence in managing confidential crisis issues.

- Must have demonstrated skills in event planning/program development and implementation.
- Must possess effective skills in customer service, group facilitation, leadership and organization and the ability to advise and meet the needs of students.
- Must possess strong interpersonal, communication (oral and written) skills, computer competency (Word, Excel, Facebook, content management systems, etc.), and the ability to work with a diverse population.
- Must return to campus prior to the official start of all terms and must remain on the site during term transition periods.
- Work hours vary and require some weekends and evenings.
- This position is a live-in position.

Preferred Qualifications

- Master's degree.
- Experience in residential life in a college or university setting.
- Experience in a community college setting.
- Experience working with a diverse group of students.

Compensation

- Salary commensurate with experience.
- Fully furnished two bedroom apartment. Sole use of the apartment is intended for employee and their immediate family.
- Competitive benefits package, including health benefits, dental benefits, vision coverage, and 401K.

To apply, click here:

https://workforcenow.adp.com/jobs/apply/posting.html?client=COCM&jobId=29636&lang=en_US&source=CC3