

Workforce Sustainability

Defining & Writing a Position Description

Writing an accurate, attractive, and competitive job description should always start with an assessment of the department's mission and vision as well as the department's structures, policies, and daily practices.

In the report, *Search Committees: A Comprehensive Guide to Successful Faculty, Staff, and Administrative Searches*, Christopher Lee recommends that before meeting with the human resources department to craft the final job position description, staff should utilize input questions to gain feedback from the current staff about the position to be hired. Some questions to begin with include:

- What are the three to five major responsibilities of the position?
- What are the major priorities of the position?
- What are some of the unique elements of this position that differ from those of similar positions?
- What are the three major things the new incumbent must accomplish in the first six months to be successful?
- What is the most important skill the new incumbent must have to perform this job well?
- What known and unexpected challenges could possibly derail the success of the new incumbent?

While each campus and each housing department have their own unique requirements and structures, there are some commonalities that exist across the platform. In cooperation with the Campus Housing Index project, a panel of housing professionals has crafted the following position descriptions. These descriptions are useful for benchmarking purposes but can also be used as a starting point when crafting new or revising current job descriptions.

OCCUPATION A

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - LIVING IN A RESIDENCE HALL OR ON-CAMPUS is a condition of employment.
 - MUST DIRECTLY supervise at least 1 other full-time regular live-in employee.
 - MAY DIRECTLY supervise graduate student staff.
 - TYPICALLY, DOES NOT DIRECTLY supervise live-in paraprofessionals/resident assistants.
- Common Education Required
 - Bachelor's Degree
- Common Education Preferred
 - Advance degree in counseling, higher education, social work, or related field
- Common Experience Required
 - N/A
- Common Experience Preferred
 - (2) years of experience in residential life or managing residential spaces or with student development in a college/university setting, with a preference for a liberal arts setting
- Common Position Titles
 - Area Coordinator

OCCUPATION B

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but not a contractor.
 - IS NOT classified as a graduate student employee.
 - LIVING IN A RESIDENCE HALL OR ON-CAMPUS is a condition of employment.
 - DOES NOT supervise any other full-time regular live-in employee.
 - MAY DIRECTLY supervise graduate student staff.
 - MUST DIRECTLY supervise at least 1 live-in paraprofessional/resident assistant.
- Common Education Required
 - Bachelor's Degree
- Common Education Preferred
 - Master's degree in Student Personnel, Higher Education, Counseling, or related field
- Common Experience Required
 - 2 academic years post-baccalaureate experience as a live-in staff member
 - 1-3 years of experience in college housing or an allied support area on a residential campus preferred.
 - 1+ year of post-graduate professional work experience.
 - 2 years relevant experience in residential administration, community development, student affairs program planning or implementation at the undergraduate, graduate, or professional level.
- Common Experience Preferred
 - (2) years of experience in residential life or managing residential spaces or with student development in a college/university setting, with a preference for a liberal arts setting

- Common Additional Qualifications
 - 1+ year of professional experience in student conduct and crisis intervention.
 - Strong interpersonal and communication skills including verbal and written communication
 - Demonstrated experience in being a team player, ability to juggle multiple priorities, and working in a fast-paced environment.
- Common Position Titles
 - Resident Director
 - Resident Hall Director
 - Residential Community Director

OCCUPATION C

- Description of Responsibilities
- IS NOT classified as a full-time, regular employee of the institution.
- IS engaged in full-time academic study.
- LIVING IN A RESIDENCE HALL is a condition of employment.
- DOES NOT supervise any other full-time regular live-in employee.
- MUST DIRECTLY supervise at least 1 live-in paraprofessional/resident assistant.

OCCUPATION D

- IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
- IS NOT classified as a graduate student employee.
- NEITHER room nor board is considered part of compensation.
- MUST supervise at least 1 full-time regular or part-time employee.
- MAY DIRECTLY supervise graduate student staff.
- PREDOMINATELY responsible for the execution and/or supervision of at least one specific, ongoing housing related programming initiative.
- Examples include, but are not limited to: Sustainability, First-Year Communities, Assessment.

OCCUPATION E

- Description of Responsibilities
 - IS classified as EITHER a full-time or part-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - NEITHER room nor board is considered part of compensation.
 - DOES NOT supervise any other full-time regular or part-time employee.
 - MAY DIRECTLY supervise graduate student staff.
 - PREDOMINATELY responsible for the execution and/or supervision of at least one specific, ongoing housing related programming initiative.
 - Examples include, but are not limited to: Sustainability, First-Year Communities, Assessment.

- Common Education Required
 - Master's degree in a related field
- Common Education Preferred
 - 2 years of relevant full-time professional experience
- Common Additional Qualifications
 - Excellent communication skills, both written and oral.
 - Strong interpersonal skills with administration and students.
 - Superior organization, prioritization, and self-motivation skills.
 - Ability to interact effectively as either a leader or as a member of a team and work collaboratively with other departments.
 - Ability to listen to customers (e.g. students, staff, etc.) and to understand and respond positively to their requests.
 - Ability to adapt to changing assignments and multiple priorities.
 - Ability to manage multiple tasks and successfully meet deadlines.
- Common Position Titles
 - Area Coordinator for Graduate & Family Housing
 - Coordinator, Academic Initiatives

OCCUPATION F

- Description of Responsibilities
 - IS classified as EITHER a full-time or part-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - DOES NOT supervise any other full-time regular or part-time employee.
 - MAY DIRECTLY supervise graduate student staff.
 - PREDOMINATELY responsible for the marketing, public relations, and related activities specifically for campus housing. DO NOT INCLUDE INSTITUTIONALLY CENTRAL MARKETING STAFF.

OCCUPATION G

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but not a contractor.
 - IS NOT classified as a graduate student employee.
 - LIVING IN A RESIDENCE HALL OR ON-CAMPUS is a condition of employment.
 - DOES NOT supervise any other full-time regular live-in employee.
 - DOES DIRECTLY supervise graduate student staff.
- Common Education Required
 - Master's degree in Student Personnel, Higher Education, Counseling, or related field
- Common Experience Required
 - 2 academic years post-baccalaureate experience as a live-in staff member
 - 1-3 years of experience in college housing or an allied support area on a residential campus preferred.
 - 1+ year of post-graduate professional work experience.

- 2 years relevant experience in residential administration, community development, student affairs program planning or implementation at the undergraduate, graduate, or professional level.
- Common Additional Qualifications
 - Experience with student and leadership development, student group advising, and program implementation.
 - Excellent communication skills, both written and oral, are essential.
 - Ability to foster positive working relationships with students, faculty, and staff.
 - Must possess a commitment to social justice, a focus on the success of all students, an open mind and a willingness to learn.
 - Collaborate with numerous campus constituencies to execute large scale programs that impact a large number of students, faculty, and staff (with significant attention to detail.)
- Common Position Titles
 - Coordinator, Residential Leadership

OCCUPATION H

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - LIVING IN A RESIDENCE HALL OR ON-CAMPUS is a condition of employment.
 - MUST DIRECTLY supervise at least 1 other full-time regular live-in employee.
 - MAY DIRECTLY supervise graduate student staff.
 - TYPICALLY, DOES NOT DIRECTLY supervise live-in paraprofessionals/resident assistants.
- Common Education Required
 - Bachelor's Degree
- Common Education Preferred
 - Advanced degree in counseling, higher education, social work, or a related field
- Experience Required
 - N/A
- Experience Preferred
 - (2) years of experience in residential life or managing residential spaces or with student development in a college/university setting, with a preference for a liberal arts setting
- Common Position Titles
 - Area Coordinator

OCCUPATION I

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - MUST DIRECTLY supervise at least 1 other full-time employee.
 - MAY DIRECTLY supervise graduate student staff.

- TYPICALLY DOES NOT DIRECTLY supervise live-in paraprofessionals/resident assistants.
- PREDOMINATELY responsible for BROAD LEVEL LEADERSHIP of the student resident experience.
- SHARES Directorship of this function with another person.
- Common Education Required
 - Bachelor's Degree
- Common Education Preferred
 - Master's Degree
- Experience Required
 - Four to six years of full-time, professional experience in student housing
- Experience Preferred
 - Ability to communicate effectively with students, faculty, administrators, parents, neighbors, and community leaders.
 - Takes initiative, responsible and able to work independently and as a member of a team.
 - Successful candidates possess strong communication skills including written and oral skills. Other qualifications include the ability to build strong relationships with students, faculty, administrators, community organizations, community members, and parents to better collaborate for the good of students.
 - Candidates must possess a commitment to social justice, as well as an open mind and willingness to learn.
 - A positive attitude, consistent desire to be solution oriented, and commitment and ability to work in an ambiguous work environment are important.
 - Must be a student focused individual who wants to work with a diverse and intellectually talented group of students.
 - Candidates must possess initiative, creativity, enthusiasm, commitment, and excellent management and program development skills.
 - Special consideration will be given to those applicants who have experience in housing and residential life, apartment management, or student services.
- Common Position Titles
 - Associate Director

OCCUPATION J

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - MUST DIRECTLY supervise at least 1 other full-time employee.
 - MAY DIRECTLY supervise graduate student staff.
 - TYPICALLY DOES NOT DIRECTLY supervise live-in paraprofessionals/resident assistants.
 - PREDOMINATELY responsible for A SUBSET OF residential facilities management and housing operations (e.g. occupancy management).
 - MAY SHARE Assistant Directorship of this function with another person.

OCCUPATION K

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - MUST DIRECTLY supervise at least 1 other full-time employee.
 - MAY DIRECTLY supervise graduate student staff.
 - TYPICALLY DOES NOT DIRECTLY supervise live-in paraprofessionals/resident assistants.
 - PREDOMINATELY responsible for A SUBSET OF the student resident experience.
 - MAY SHARE Assistant Directorship of this function with another person.

OCCUPATION L

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - MUST DIRECTLY supervise at least 1 other full-time employee.
 - MAY DIRECTLY supervise graduate student staff.
 - PREDOMINATELY responsible for business operations specific to housing. May include management of contracts, billing, assignments, financial reconciliation, etc. DO NOT INCLUDE INSTITUTIONALLY CENTRAL FINANCE/BUSINESS OPERATIONS STAFF.
 - MAY SHARE managerial function with another person.

OCCUPATION M

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - MUST DIRECTLY supervise at least 1 other full-time employee.
 - MAY DIRECTLY supervise graduate student staff.
 - PREDOMINATELY responsible for marketing and/or public relations operations specific to housing. DO NOT INCLUDE INSTITUTIONALLY CENTRAL MARKETING/PR STAFF.
 - MAY SHARE managerial function with another person.

OCCUPATION N

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - MUST DIRECTLY supervise at least 1 other full-time employee.
 - MAY DIRECTLY supervise graduate student staff.

- PREDOMINATELY responsible for marketing, contracting, and/or event execution for conference services. DO NOT INCLUDE INSTITUTIONALLY CENTRAL CONFERENCE SERVICES STAFF.
- MAY SHARE managerial function with another person.

OCCUPATION O

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - MUST DIRECTLY supervise at least 1 other full-time employee.
 - MAY DIRECTLY supervise graduate student staff.
 - PREDOMINATELY responsible for housing specific installations, preventative maintenance on building equipment, repairs, troubleshooting, etc. DO NOT INCLUDE INSTITUTIONALLY CENTRAL MAINTENANCE STAFF.
 - MAY SHARE managerial function with another person.

OCCUPATION P

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - MUST DIRECTLY supervise at least 1 other full-time employee.
 - MAY DIRECTLY supervise graduate student staff.
 - PREDOMINATELY responsible for housing specific janitorial functions including cleaning and restocking of common areas, bathrooms, etc. DO NOT INCLUDE INSTITUTIONALLY CENTRAL CUSTODIAL STAFF.
 - MAY SHARE managerial function with another person.

OCCUPATION Q

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - MAY DIRECTLY supervise graduate student staff.
 - INDIRECTLY supervise full-time and graduate staff.
 - INDIRECTLY supervise live-in paraprofessionals/resident assistants.
 - PREDOMINATELY responsible for A SUBSET OF the student resident experience.
- Common Education Required
 - Master's degree Counseling, Social Work, Student Personnel Administration, or related field with three to five post-masters experience in residence life and/or student conduct.

- Experience Required
 - Strong administrative and communication skills. Ability to manage multiple projects simultaneously.
 - 3-5 years' relevant progressively responsible experience in higher education, student affairs, counseling, health services, or related field or equivalent combination of education and experience. Must include experience working with crisis management, residential student conduct, policy development, data analysis and reporting, and staff supervision.
 - Experience managing conduct and community standards education.
 - Comprehensive knowledge of crisis management and response protocols.
 - Experience Preferred
 - Experience with restorative justice practices, Clery Act reporting, and student conduct record management systems
- Common Position Titles
 - Manager, Residential Student Care and Conduct

OCCUPATION R

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - MUST DIRECTLY supervise at least 1 other full-time employee.
 - MAY DIRECTLY supervise graduate student staff.
 - PREDOMINATELY responsible for strategy setting, and broad level leadership of dining operations ALONE.
 - DOES NOT SHARE Directorship of this function with another person.

OCCUPATION S

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - MUST DIRECTLY supervise at least 1 other full-time employee.
 - MAY DIRECTLY supervise graduate student staff.
 - PREDOMINATELY responsible for strategy setting, and broad level leadership of housing facilities operations ALONE.
 - DOES NOT SHARE Directorship of this function with another person.

OCCUPATION T

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - MUST DIRECTLY supervise at least 1 other full-time employee.
 - MAY DIRECTLY supervise graduate student staff.
 - PREDOMINATELY responsible for strategy setting, and broad level leadership of contracts, assignments, occupancy finance management, and other business operations.
 - DOES NOT SHARE Directorship of this function with another person.

OCCUPATION U

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - MUST DIRECTLY supervise at least 1 other full-time employee.
 - MAY DIRECTLY supervise graduate student staff. PREDOMINATELY responsible for strategy setting, and broad level leadership of marketing, contracting, and event execution for conference hosting services.
 - NOT SHARE Directorship of this function with another person.

OCCUPATION V

- Description of Responsibilities
 - IS classified as a full-time, regular employee of the institution. May be contract status but NOT a contractor.
 - IS NOT classified as a graduate student employee.
 - MUST DIRECTLY supervise at least 1 other full-time employee.
 - MAY DIRECTLY supervise graduate student staff.
 - TYPICALLY DOES NOT DIRECTLY supervise live-in paraprofessionals/resident assistants.
 - PREDOMINATELY responsible for strategy setting, and broad level leadership of SOME COMBINATION of the following functions: student resident experience, housing operations, dining, and/or conference services.
 - DOES NOT SHARE Directorship of this function with another person.
- Common Education Required
 - Master's degree in higher education administration and student affairs, behavioral or social sciences, counseling, or a related discipline
- Experience Required
 - 3-5 years of experience in planning and managing all aspects of housing and residential life.
- Additional Qualifications
 - Strong collaboration skills and a proven ability to build bridges and maintain successful relationships
 - A proven record in working with faculty in building an academic learning community

- Prior supervisory experience.
- Ability to embrace diversity and function in a fast-paced environment.
- Excellent interpersonal communication and writing skills.
- The ability to anticipate problems, reconcile conflicts, and maintain a strong philosophical base for housing and residential life
- Common Position Titles
 - Director of Residence Life and Community Standards