

JOCELYN E. MOSES (BYERS-SMITH)

EDUCATION

WILMINGTON UNIVERSITY- EdD in Higher Education Leadership (Anticipated 2026)

GOLDEY-BEACOM COLLEGE- MA in Business Administration with a Concentration in Human Resources

COLLEGE OF ST. ELIZABETH- BA in Sociology with a Concentration in Social Work

SKILLS SUMMARY

- ♦ Strong verbal, written, and technological skills
- ♦ Experience working in diverse environments
- ♦ Excellent administrative, organizational, and time management skills
- ♦ Demonstrated project management capabilities with strong communication skills
- ♦ Exemplary listening, assessment, and reporting skills
- ♦ Experience interviewing and evaluating job candidates
- ♦ Microsoft Word, Excel, PowerPoint, and the SPSS program
- ♦ Proficient in mediation, intervention, and problem-solving skills
- ♦ CPR and First Aid Certified
- ♦ Certified OSHA, Emergency Responder

STUDENT AFFAIRS SOFTWARE SUMMARY

- ♦ Implemented and executed the launch of Maxient (Conduct Software Package) and ERezLife
- ♦ Skilled with using administrative software such as J1, Power Campus, Compass, Datatel and Banner
- ♦ Trained others in judicial software such as Conduct Coordinator, File Maker Pro, and Top Guard Patrol
- ♦ Experienced with Housing management software such as Housing Director

Goldey-Beacom College, Wilmington, DE

Dean of Students

07/22- Present

- ♦ Total responsibility and leadership of Student Affairs.
- ♦ Serve as a member of the Executive Leadership Team, and assist the team in strategic planning, decision-making, crisis management, and communication for the College.
- ♦ Provide strategic leadership and vision for the Student Affairs Division.
- ♦ Lead and direct staff within the Student Affairs Division to foster an atmosphere that supports retention and student success, fosters holistic development of the student, and demonstrates a commitment to diversity, equity, and inclusion.
- ♦ Serve as a critical leader in fostering a campus culture in which differences are embraced and work to advance the college's mission.
- ♦ Organize and oversee new student orientation programs to help all incoming students acclimate to campus life.
- ♦ Serve as the Chair of the Behavioral Intervention Team addressing shared students concerns, and developing individual success plans for each student of concern.
- ♦ Provide direct supervision of the Assistant Director of Residence Life, the Assistant Director of Student Engagement, the AmeriCorps VISTA, the Coordinator of Community Standards and Clery, and the Student Affairs Division Intern.
- ♦ Aid the President in dealing with any student/College-related emergency.
- ♦ Oversee the entire Student Affairs budget including all departmental budgets.

- ♦ Serve as a critical leader in developing, executing, and advancing all student organizations and co-curricular transcripts.
- ♦ Work closely with the Director of the Academic Excellence Center to facilitate effective and efficient communication across the divisions that support student success.
- ♦ Supervise New Student Orientation by leading a team of representatives from key stakeholders throughout campus to welcome and orient new students and families.
- ♦ Serve on a 24/7-hour on-call rotation in support of the Residence Life Professional Staff & Campus Security.

Goldey-Beacom College, Wilmington, DE

Director of Residence and Student Life

08/2019- 07/2022

- ♦ Absorbed some responsibility and leadership of Student Affairs in the absence of the Vice President of Student Affairs.
- ♦ Served as a member of the Division of Student Affairs Leadership Team and Chair of the Behavioral Intervention Team.
- ♦ Oversaw day-to-day activities of Residence Life and Student Engagement promoting a safe, inclusive, and student-focused sense of community.
- ♦ Planned, coordinated, and executed New Student Orientation for first-year students during the summer.
- ♦ Co-facilitated First Year Experience and supervised First Year Coaches and Peer Mentors.
- ♦ Performed administrative duties, including but not limited to, supervision and training of all staff to ensure cross-training and appropriate knowledge of job responsibilities and tasks.
- ♦ Developed and documented all policies and procedures to ensure efficiency and productivity for the department.
- ♦ Supervised the Coordinators of Residence Life, Coordinators of Student Engagement, and Area Coordinators with particular attention to budget, activities, and student retention.
- ♦ Ensured that day-to-day operations in the Residence Halls were focused on a conflict-free environment, compliance with policies and regulations, and retention.
- ♦ Rendered disciplinary decisions and supervised the imposition of sanctions, serving as the initial conduct hearing officer.
- ♦ Published Housing Guidelines, Housing Contracts, Student Handbook, and Drug & Alcohol policy promptly.
- ♦ Oversaw a residential population of an estimated 400 full-time students.
- ♦ Served on a 24-hour on-call rotation in support of the Residence Life Professional Staff

Fairleigh Dickinson University, Teaneck, NJ

UNIV Core Co-Director

08/2018- 8/2019

- ♦ Served as a member of the UNIV Core Leadership team led by the Vice President of Global Affairs
- ♦ Coordinated schedules and oversees all aspects of the University Core 1001 and 1002 classes.
- ♦ In coordination with the Campus Core Director, identified, trained, and supervised the University Core 1001 and 1002 instructors.
- ♦ In consultation with the Campus Director, provided the instructors with pertinent resources for development.
- ♦ Maintained resources on Webcampus for UNIV 1001 and 1002 instructors.
- ♦ Provided weekly updates to all instructors during both semesters with links to resources, curriculum updates, and information on events related to the course.
- ♦ Developed initiatives within the University Core 1001 and 1002 programs to increase student retention and increase student success.
- ♦ Integrated University Core 1001 and 1002 curriculum into the residential hall experience.

Fairleigh Dickinson University, Teaneck, NJ

Assistant Dean of Student Engagement and First Year Experience

12/2017- 8/2019

- ♦ Assumed responsibility for the day-to-day functions of the Office of Student, including all programmatic operations, staff development, and training, assessment analysis, first-year experience initiatives, and student engagement retention.

- ♦ Absorbed all responsibility and leadership of the Office of Student Life in the absence of the Associate Dean.
- ♦ Served as a member of the Division of Student Affairs Leadership Team and Behavioral Intervention Team.
- ♦ Worked in conjunction with the Leadership Team to develop and execute strategic initiatives for the Division
- ♦ Prepared and submitted periodic financial reports to the Associate Dean of Students
- ♦ Oversaw student organization fiscal management through SGA checking & savings accounts
- ♦ Developed and implemented ongoing leadership development programs for student governments, student workers, students, and staff
- ♦ Supervised Administrative Staff including Fiscal Advisor and Manager of Student Life
- ♦ Approved and monitored all purchase orders, check requests, and contracts related to departmental programming
- ♦ Oversaw the advisement of fraternities and sororities including supervision of the Graduate Assistant for Greek Life
- ♦ Ensured the preparation and dissemination of materials promoting first-year programs that support student success and retention
- ♦ Served as a liaison between Student Affairs and university departments; worked closely with the Associate Dean in integrating student affairs with various departments
- ♦ Developed, implemented, and evaluated promotional strategies to get students engaged in activities

Fairleigh Dickinson University, Teaneck, NJ

Adjunct Professor, UNIV 1001 & UNIV 1002

09/2014-8/2019

- ♦ Introduced students to college life, challenging them to examine their past, present & future decisions
- ♦ Developed core competencies for both courses which align with the University's mission and values
- ♦ Engaged students daily through email correspondence and Blackboard discussions
- ♦ Created unique lesson plans with on-campus activities, cooperative with various course sections, and used interesting objects or technology to stimulate different learning styles
- ♦ Educated students about today's contemporary issues in higher education to inform them as consumers and guide them toward responsibility for their educational journey

Fairleigh Dickinson University, Teaneck, NJ

Assistant Director of Student Life for Operations

01/2014-12/2017

- ♦ Oversaw the daily operation of the Student Union Building including programs, scheduling, maintenance, and services
- ♦ Assumed responsibility for the supervision of the Graduate Assistant for Operations
- ♦ Managed, hired, selected, and evaluated all student staff of 60 in the Student Union Building
- ♦ Reviewed all contracts and purchase orders for services and supplies encumbered
- ♦ Coordinated entertainment and activities scheduled in the Student Union
- ♦ Prepared and submitted periodic financial reports to the Director of Student Life
- ♦ Oversaw inventory system for Student Life Offices, Clubs, and program areas
- ♦ Developed and managed annual operating /capital budgets for the Student Union Operations areas
- ♦ Monitored a \$25,000 budget to ensure the self-supporting nature of Student Union operations
- ♦ Oversaw inventory and upkeep of University-owned equipment in the Student Union
- ♦ Developed and administered training programs for all employees including Graduate Assistants
- ♦ Coordinated marketing and advertising strategies for all operating areas
- ♦ Ensured continued contract compliance of all vendors related to the operational needs of the Student Union

New Jersey Institute of Technology, Newark, NJ

Residence Coordinator, Residence Life Office

01/2012-01/2014

- ♦ Directly managed and oversaw a building of 440 both upper-class and first-year students
- ♦ Oversaw a residential population of an estimated 1700 full-time students
- ♦ Served on the Residence Life crisis on-call system for a residential population of 1,700
- ♦ Provided emergency response for the entire residential community

- ♦ Provided crisis management support and intervention
- ♦ Adjudicated all student hearings within an area of 440 and maintained a judicial database
- ♦ Supervised a Resident Assistant staff of 14 by mentoring, supporting, and assisting them with their professional needs
- ♦ Created and developed new marketing and media initiatives to promote a 366 honors hall
- ♦ Coordinated and created ongoing training and development for the Resident Assistant staff of 65
- ♦ Supervised and executed the check-in, check-out, and closing procedures for the residence halls
- ♦ Supervised daily and long-term operation of the residence halls
- ♦ Coordinated and monitored all Summer Conference Housing
- ♦ Supervised staff of 17 about the daily and long-term operation of the hall
- ♦ Educated staff and students to self-enforce policies and respect the rights of others through community standards
- ♦ Evaluated the performance of student staff regularly
- ♦ Maintained an overall budget of \$9,000 for direct area
- ♦ Conducted and scheduled weekly meetings with staff to address the needs of the resident students
- ♦ Worked in collaboration with various departments Public Safety, Physical Plant, Counseling, and a host of others to ensure the safety and security of all resident students
- ♦ Performed other related duties as requested by the Director of Residence Life

College of Saint Elizabeth, Morristown, NJ

Assistant Director of Residence Life, Office of Residence Life

08/2010- 11/2011

- ♦ Participated with the Director on a 24-hour on-call rotation
- ♦ Adjudicated student hearings and maintains a judicial database
- ♦ Worked directly with Hall Director staff
- ♦ Maintained Persona Non-Grata (PNG) list for campus bans
- ♦ Provided emergency response for the entire residential community
- ♦ Supervised daily and long-term operation of the residence halls
- ♦ Oversaw a residential population of an estimated 400 full-time students
- ♦ Provided crisis management support and intervention
- ♦ Planned and executed training workshops for Community Assistant Staff for professional development
- ♦ Worked with Community Assistant Staff in developing floor/building communities conducive to high academic achievement for first-year and upperclassmen students
- ♦ Enforced and upheld all residence hall policies and procedures in practice and implementation
- ♦ Sole coordinator of the residential housing process and student residential roster
- ♦ Mentored and supervised 2-3 Resident Assistant Alternates' personal and professional growth within the department
- ♦ Developed programming for the department including Social and Community Service Projects
- ♦ Supervised and executed the check-in, check-out, and closing procedures for the residence halls
- ♦ Served as a representative on the Building Marshal Committee, Safety Committee, and Student Life for the entire department
- ♦ Collaborated with Facilities Department on general maintenance and fire code regulations of residence halls
- ♦ Developed and implemented initiatives with the Director regarding the enhancement of the residential community

Hall Director (Part-Time Role)

08/2010- 11/2011

- ♦ Provided emergency response for the entire residential community while on a duty rotation schedule
- ♦ Interviewed, selected, trained, supervised, mentored, and evaluated Community Assistants
- ♦ Responsible for evening and weekend duty rotation assignments for Community Assistants
- ♦ Mentored and supervised 2-3 Community Assistants personal and professional growth within the department
- ♦ Maintained individual Community Assistant's programming budget
- ♦ Created Annual Reports to highlight growth and developmental needs
- ♦ Conducted and scheduled weekly meetings with staff to address the needs of the resident students
- ♦ Hired, Trained and Supervised staff of 40 Desk Receptionists

Kean University, Union, NJ

Residence Hall Director, Office of Residence Life

09/2009-08/2010

- ♦ Supervised directly a staff of 15 Resident Assistants, Desk Assistants, and Community Assistants concerning the daily and long-term operation of the residence halls
- ♦ Managed and operated a residence Hall of approximately 250 co-educational upperclassmen students
- ♦ Participated in recruitment and training of 50 Resident Assistants
- ♦ Served as Judicial Officer for the Residence Hall
- ♦ Coordinated programming initiatives for the residential population
- ♦ Served on the Residence Life crisis on-call system for a residential population of 2,000
- ♦ Advised and educated staff and students in areas of academics, student development, discipline, and diversity
- ♦ Chaired the Programming Committee that coordinates educational programming for the entire residential population
- ♦ Evaluated the performance of student staff regularly
- ♦ Developed and implemented strategies to fulfill the living/learning goals of the department
- ♦ Co-Advised for Women's Circle- A women's group that motivates, empowers and encourages young women
- ♦ Performed other related duties as requested by the Director of Residence Life

Bloomfield College, Bloomfield, NJ

Resident Area Director, Office of Residential Education and Housing

09/2006-09/2009

- ♦ Supervised a staff of 26 concerning the daily and long-term operation of the residence halls
- ♦ Oversaw a residential population of an estimated of 400 full-time students
- ♦ Provided crisis management support and intervention
- ♦ Worked with Resident Assistant Staff in developing floor/building communities conducive to high academic achievement for first-year and upperclassmen students
- ♦ Educated staff and students to self-enforce policies and respect the rights of others through community standards
- ♦ Supervised staff about the daily and long-term operation of the hall
- ♦ Responsible for evening and weekend duty rotation assignments
- ♦ Interviewed, selected, trained, supervised, mentored, and evaluated Resident Assistants
- ♦ Developed and implemented initiatives with the Director regarding the enhancement of the residential community

Assistant Director, Center for Student Leadership & Engagement

09/2006-09/2009

- ♦ **Interim Acting Director**-conducted the duties of the Director while the placement process occurred
- ♦ Supervised Unit Secretary
- ♦ Oversaw and Supervise departmental 15 Student Employees
- ♦ Supervised ID Coordinator
- ♦ Greek Life Advisor for 13 Greek Letter & Social Fellowship Organizations
- ♦ Managed fiscal budgets for both Student Government and Student Organizations
- ♦ Advised Student Government, Class Officers, and All Student Organizations through professional programming and expertise
- ♦ Coordinated work of students and staff involved in organizations
- ♦ Implemented social, educational, and cultural programs for students
- ♦ Hired, trained, appraised, and provided direction and discipline for undergraduate staff
- ♦ Coordinated a variety of campus life programs for the student population that reflect the College's mission
- ♦ Assisted with Undergraduate Admissions pertaining to Open House and Overnight Experience for prospective students
- ♦ Assisted in developing and maintaining policies governing Student Life
- ♦ Coordinated the development and printing of the College Student Handbook & Planner

- ◆ assumed a leading role in planning social events such as New Student Orientation, Edgar Part 86, AIDS Awareness Week, Spring Festival, Diversity Education Empowerment Project Retreat, and Student Training Empowerment Program Retreat
- ◆ Planned Student Government Election Process including electronic voting service
- ◆ Oversaw the collection of information and subsequent scheduling of events from the college community which was then published
- ◆ Participated in the development and execution of student leadership development workshops for First Year students as well as the rest of the college population
- ◆ Organized and Executed First Year Programming including New Student Orientation & Leadership Workshops
- ◆ Developed and presented workshops to provide awareness to student leaders (GLBT, Bias Awareness, etc)
- ◆ Organized volunteer efforts for students to enhance their civic services
- ◆ Served as Chief liaison with Physical Plant, Security, and the local Police relative to organization events and planning
- ◆ Worked in cross-unit collaborations and partnerships with various departments to provide extensive support for the student body