



Amherst College
Office of Human Resources

JOB DESCRIPTION

Title: Assistant Director of Residential Operations

Department: Office of Residential Life Reports to title: Director of Residential Life

Full Time: x Part Time: _____ Date Prepared: 6/25/2019

Pay Type: Weekly _____ Monthly X Months Per Year: 12 Hours Per Week: 40

Job Group & Level: PT-3 Regular Daily Work Schedule: _____

Summary of Position:

Reporting to the Director of Residential Life and as a member of the Residential Life team, the Assistant Director of Residential Operations focuses on the development of communities that emphasize holistic student development for all in an environment that is challenging and supportive. The Assistant Director is a champion for bridging the importance of where students live with the academic experience.

The Assistant Director works collaboratively and liaisons with the Facilities and Operations teams to maintain the daily operations of our 34 residence halls. The Assistant Director sets the protocol for coordinating repairs, organizing the Commencement, Reunion and Summer Housing transition schedule, and ensuring accurate inventory of residence hall furniture.

The Assistant Director assesses student housing trends and benchmarks information against peer institutions, and maintains reports on numbers and housing data to provide advice on current analytics.

Amherst College has a commitment to diversity, and the Assistant Director must be able to take appropriate actions to support the College's efforts to create a respectful, inclusive, and welcoming learning environment for all.

Principal Duties and Responsibilities:

Housing Operations (60%)

- Manage all housing related technology including the electronic housing portal, StarRez, including training and reporting, as well the housing website.
- Facilitate all housing room assignments and oversee the room change process.
- Collaborate with the Director of Residential Life to manage housing overflow and room configurations in order to maximize occupancy as needed.
- Coordinate requests with the Offices of Accessibility, Student Health, Dining Services, Community Standards and Case Management.
- Oversee the Fall, Spring and Summer move-in processes, as well as transition periods such as Commencement and Reunion.
- Collect and present housing occupancy figures and manage/respond to all reporting mechanisms.
- Coordinate all hall and room damage charges and billing processes.
- Oversee the non-enrollment and resident 'no-show' management and contacts.
- Oversee the production of all office forms and marketing information.
- Supervise and train student workers on storage and room change procedures.

- Lead and manage the student storage schedule and communications in preparation for, and during each opening and closing.

Office of Residential Life (25%)

- Support the Office of Residential Life with student social life, party policy, and programming regarding sexual violence, drug, and alcohol education.
- Co-train Community Development Coordinator staff to mediate roommate conflicts and disputes. Manage mediations which may become elevated and require more senior leadership.
- Participate in regularly scheduled individual meetings with students and supervisor.
- Submit annual reports to the Director of Residential Life each year outlining goals, progress, assessment, residential programs and developing opportunities.
- Participate in a wide range of discussions regarding strategic planning for the department and the Office of Student Affairs.
- Serve on campus-wide committees as deemed necessary by the Director of Residential Life or Senior Associate Dean.

Campus Support and Case Management (5%)

- Work closely with Keefe Student Health Center and the Counseling Center to support the health, safety, and wellbeing of Amherst students.
- Work with the Associate Dean of Case Management, Case Manager, and Senior Associate Dean on crisis work and wellness interventions.
- Participate in Behavioral Intervention meetings as deemed appropriate.

Office of Community Standards (5%)

- Serve as a conduct officer/co-adjudicator as needed for Standards Adjudication Processes (CSAPs), promoting practices and procedures that support students' wellness and interdependence, and encouraging mindfulness related to the wellbeing of the self and of others living together in community.
- Collaborate with student staff and broader student community to set high community standards.

Performs other duties/functions as requested (5%)

All employees are expected to participate in the College's efforts to create a respectful, inclusive, and welcoming work environment.

Internal-External Interaction/Communication:

The Assistant Director interacts with several internal and external constituents, including all other offices within the Office of Student Affairs, the Amherst College Police Department, the Presidents' Office, the Loeb Career Center, the Department of Athletics, the Office of Diversity

and Inclusion, the Office of Communications, and many others.

Education: (include certifications and licenses)

Required: Master's degree in Business, Higher Education, Student Development, Student Personnel or a related field.

Experience: (List specific skills necessary to perform this job)

Required:

- 2-3 years of experience in residence life
- Strong written and verbal communication, interpersonal, time management and organizational skills
- Working knowledge of student development theory
- Demonstrated experience in conflict resolution and learning outcomes
- Prior experience with computer software including Microsoft Office, Google's productivity tools, and StarRez (or similar housing management software)
- Commitment to working with a diverse community

Preferred:

- 2-3 years previous experience working with StarRez, webpage design
 - Demonstrated experience working with diverse populations
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Environmental and Physical Demands: (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

- Lift, carry, push and/or pull up to 20 lbs.
 - Exposure to outdoor elements – occasional exposure to fluctuations in temperature and weather conditions
 - Visual – normal concentration
 - Repetitive motions including hands, wrists and fingers
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Decision Making:

- Performs advanced work in several areas of the professional field.
- Identifies key barriers/core problems and applies problem-solving skills in order to deal creatively with complex situations.

- Solves moderately complex problems for the department, using assessment tools and proven techniques.
 - Participates in a collaborative approach to establish guidelines/procedures/policies.
 - Makes management decisions impacting the operations of the department.
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Supervision Exercised/Received:

Exercised: Co-supervise up to four student workers. Acts as a resource for colleagues with less experience.

Received: Minimal supervision received by the supervisor.

Supervisory Responsibility: Yes _____ No X

Number of Employees Supervised: