



**Amherst College**  
**Office of Human Resources**

**JOB DESCRIPTION**

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Title: Community Development Coordinator

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

Date Prepared: 3/16/2020

Job Group & Level: PT-1

Pay Type: Monthly Full/Part Time: Full Months Per Year:  
12  
Hours Per Week: 40

\*MUST work up to three evenings/nights per week (between 6:00 p.m. – 11:00 p.m.) M-F

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### 1. Summary of Position:

Members of the Residential Life team work to help create a seamless, consistent and holistic experience for our students. The office focuses on the creation of communities that emphasize holistic student development for all in an environment that is challenging and supportive. The Community Development Coordinator (CDC) is a full-time, 12-month position, and a member of the Residence Life professional staff and supervised by an Assistant Director of Residential Life. The CDC provides leadership and supervision to approximately 5-25 student staff members. The CDC takes appropriate actions to support a diverse workforce and participates in the College's efforts to create a respectful, inclusive, and welcoming environment.

As on-campus housing is a position requirement, the CDC is provided a semi-furnished one-bedroom apartment including all utilities and a 14-meals/week plan throughout the academic year. Due to the nature of the work, daytime, on call, and non-traditional hours including nights and weekends are required. The CDC is expected to work three evenings per week (evening hours are considered to be between 6:00 p.m. – 11:00 p.m.) Some weekend hours will be expected throughout the academic year. This position is renewable each year for up to two years based on performance. A third year is possible at the discretion of the Director/Dean.

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### 2. Principal Duties and Responsibilities:

#### Residence Life Leadership: 60%

- Participate in the Administrator-on-Call rotation schedule and respond to crisis situations.
- Provide direct supervision for a cluster of residence halls (ranging from 5-15 areas) and the students who live within.
- Supervise a staff of 5-25 student staff members.
- Assist the Director and Assistant Directors in the recruitment, hiring, training, supervision, leadership development, and evaluation of residential life student staff.
- Be present and develop familiarity and community with residents in our communities as leaders and mentors, maintaining regular contact with residents, participation and coordination of residence hall events, and campus-wide initiatives.
- Work with student staff and broader student community to set high community standards.

- Uphold College policies governing residence hall communities.
- Intervene with matters of student concern. Mediate roommate conflicts and disputes.
- Co-facilitate room changes in StarRez under the direction of Residential Life Operations staff.
- Effectively coordinate, implement, and assess high quality residentially-based programs.
- Collaborate with Assistant Directors and the student staff to develop and implement residential programming that meets the needs of our student population.
- Attend regular meetings, trainings and retreats within the department and the division of Student Affairs.
- Participate in regularly scheduled individual meetings with student staff and supervisor.
- Serve as a liaison with Facilities department to help maintain a safe and effective living environment for students.
- Regularly liaise with various administrative partners such as Amherst College Police, Facilities, and Custodial Operations occasionally outside normal business hours.
- Devise a plan for weekly regular walk-throughs of residence halls.
- Assist the Assistant Director for Housing Assignments and Occupancy in maintaining inventory and compiling damage billing information.
- 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 with regards to strategic planning for the department and the Office of Student Affairs.

Community Standards: (20%)

The Community Development Coordinator enforces community standards by addressing incidents directly and the generation of effective documentation. The CDC creates and shares all corrective community correspondence, mandatory meetings, and low-level adjudications (as deemed appropriate by the Office of Community Standards.) The CDC will also facilitate educational disciplinary meetings and assign appropriate sanctions as a co-adjudicator with their Assistant Director.

Case Management: (15%)

Work closely with the Case Management team, Keefe Student Health Center, and the Counseling Center to support the health, safety, and wellbeing of Amherst students. The CDC will take direction from the Director and Assistant Directors about in-hall interventions and support that are needed during the CDC's hours of operation.

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. In the event of campus-wide emergencies and/or crisis, live-in staff are considered essential personnel and will be needed to remain on campus and ready to assist.

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3. Internal-External Interaction/Communication:

The Community Development Coordinator may frequently communicate and interact with a number of internal and external constituents. This includes, but is not limited to, all other offices within Student Affairs, Amherst College Police, the Office of the President, Career Services, Athletics, the Office of Diversity and Inclusion and related offices, the Center for Community Engagement, and the Office of Communications.

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4. Education: (include certifications and licenses)

Required: Bachelor's degree and at least one-year experience, or a Master's degree in Higher Education, Student Development, Counseling, or a related field. A valid driver's license and successful credentialing in order to drive College owned vehicles.

Preferred:

5. Experience: (List specific skills necessary to perform

this job) Required: A minimum of one-year experience

post bachelor's

- Experience in student affairs, residential life, orientation, or a closely related area.
- Knowledge of college student development theory and practice.
- Demonstrated experience with conflict resolution.
- Robust understanding of academic priorities, the educational mission of institutions, and ways in which residential life, programs and functions can promote student engagement, advance student learning, and contribute to achieving desired learning goals.
- Demonstrated effectiveness in using administrative, supervisory, organizational, and interpersonal skills.
- Strong skills in written, verbal, and electronic communication, including the effective use of social media and the ability to foster cohesive interpersonal relationships.
- Evidence-based commitment to supporting a diverse student community. Commitment to fostering inclusive communities through leadership and programming.
- Ability to work both independently and collaboratively with other Student Affairs departments and faculty in the College community.
- Strong supervision and programming experience.
- Excellent organizational, problem resolution, and customer service skills
- Strong attention to detail and proficiency with computer systems and software
- CORI check

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6. 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 25 lbs.
- 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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7. Decision Making:

- Ability to exercise sound judgment, exhibit resiliency under pressure, set priorities, and achieve goals.
- Participates in a collaborative approach making recommendations to management to establish guidelines/procedures/policies.
- Makes recommendations to management to establish guidelines/procedures/policies. Makes management decisions impacting the operations of the department.

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8. Supervision Exercised/Received:

Exercised:

Directly supervise a student staff of 5-25.

Received:

Moderate instruction, advice and assistance available as needed. Review of work may be frequent but not usually detailed. Emphasis is placed on quality of completed assignments.

Supervisory Responsibility: Yes  No

Number of Employees Supervised: 5-25