Residential Coordinator Position Description: 2020-2021

OVERVIEW HOUSING AND RESIDENTIAL LIFE

Department of Housing and Residential Life Mission
Housing and Residential Life creates safe, welcoming, and inclusive communities that engage students in their personal and social development while promoting academic success and responsible citizenship through high quality services and initiatives.

Residence Life Educational Priority
By living on campus our students will become responsible and mindful community members.

California State University, Long Beach Mission Statement
California State University, Long Beach enriches students' lives through globally informed, high impact educational experiences with superior teaching, research, creative activity, and action for the public good.

Residential Coordinators (RCs) Overview
Residential Coordinators (RCs) are graduate students who report to full-time staff in Residential Life (Area Coordinators) and together work to create inclusive communities to fulfill our departmental mission. There are nine RCs assigned to one of the three residential colleges to develop community among their staff, residential college, and campus. RCs are required to live in an assigned apartment within University Housing. To effectively perform the Residential Coordinator position, the RC must agree and adhere to the responsibilities, terms, and conditions associated with this role.

DESCRIPTION OF RESPONSIBILITIES

Residential Coordinator
Oversee and lead six to nine Resident Assistants

Create and lead an open, welcoming, and inclusive residential community where all students can learn and be engaged.

Assist with the department’s residential curriculum to implement educational strategies that cultivate communities focused on student academic and personal success events (i.e. workshops, field trips, passive programming, trainings, etc.)

Assist with the coordination of administrative tasks including, but not limited to roommate agreements, community meetings, the Residential Curriculum, staff training and development, purchasing program supplies, assisting with tracking attendance etc. as assigned or needed.

Maintain 10 weekly scheduled community office hours over the course of each of the five business days of the week, during the hours of 8am-5pm. The remaining time should be scheduled to accommodate conduct meetings, staff meetings, one-on-one meetings with your staff and supervisor, budging, and residential curriculum needs. Because of the nature of working in Housing and Residential Life, there are times that are busier and require more of a time commitment than others depending on the season (i.e. opening, closing, staff evaluations, staff selection, etc.). It’s important for Residential Coordinators to be very organized and strong time managers.

Meet regularly with Area Coordinator and attend staff meetings as needed including keeping AC apprised of issues of concern (e.g. identify students in need of support, assist with coordinating referrals, etc.).
Serve as a conduct hearing officer and assist with the development and implementation of student conduct education that aligns with the mission, educational priority, and goals of CSULB Housing & Residential Life. Input pertinent information into Maxient Database Software as outlined in the process.

In rotation with other RCs, provide day, evening, holiday, and weekend duty responsibilities including assisting with coordination of crisis and emergency response, facility maintenance, support for undergraduate staff. RCs are required to follow the communication process including maintaining the management team informed and engaged of pertinent issues.

Notify department leadership staff and, when necessary, the University Police, of any emergency, potential hazardous situation or to request personal assistance as needed.

Assist in the development and presentation of training materials for undergraduate staff, residents, and campus partners, as assigned.

Work with the appropriate staff to follow-up with students who violate building safety inspections and vandalism to ensure compliance and proper protocol is followed

Be good stewards of departmental and university resources and supplies and will use them appropriately. Although the RCs have access to various supplies and resources (e.g. printers, etc.), they are only permitted to use items that they have been expressly given permission to utilize as a function of their position. If the RC is unsure if they have or need permission, they should ask their supervisor for clarification.

Assist the department with opening, Beach Days, closing, and other department-wide initiatives.

Assist with departmental assessment and evaluation efforts.

Serve as a representative of the Department of Housing and Residence Life including participating in departmental committees as needed.

Residential Coordinator may serve on a departmental committee (i.e. Training, Selection, Recognition, etc.) based and operational need and interest.

Provide quality customer service to internal and external department and University stakeholders

Role model the highest standard of conduct and guide students and staff towards success. Be mindful that Residential Coordinators live where they work, and staff/students are always looking to them and their actions for guidance.

Arrive promptly for scheduled meetings and events and complete all assigned responsibilities and expectations.

POSITION REQUIREMENTS
- Must have completed bachelor’s degree by start date
- Enrollment as a graduate student at CSULB in a minimum of 6 units each fall and spring semester for the entire tenure of the position
- Must be approved to work in the US
- Must be in good standing with the Housing & Residential Life, the Office of Student Conduct, and CSULB University
- Satisfactorily pass background check to obtain level 1 access.
- Must maintain at least a 3.0 CSULB, semester, and cumulative G.P.A. in a CSULB graduate program during the duration of their appointment.
- Ability to work throughout the year, including semester breaks
- Ability to work 20 hours per week
- Willing and able to work flexible hours, including evenings, weekends, and some holidays
• Strong critical thinking, problem-solving, and creative thinking skills
• Ability to maintain equanimity during emergencies and resistance from clients including the ability to mediate conflict effectively.
• Ability to work as part of a team through close collaboration with colleagues and coordinate with others.
• Ability to manage, organize and demonstrate command of a complex and continuously changing array of information, dates, places and people in a systematic way in order to optimize efficiency and minimize duplication of effort in the process of completing projects.
• Skill in analyzing information, problems, situations procedures etc. to define the problem, identify relevant issues, and generate reasonable and appropriate alternatives or solutions.
• Excellent communication skills both written and orally to communicate using grammatically correct English effectively on a one-to-one basis, over the telephone, or in a group setting to obtain information.
• Ability to learn and pick up new skills quickly
• Ability to speak, lead, and professionally present in public. Experience giving presentations in a variety of frameworks and content areas.
• Self-directed with excellent time management skills
• Proficiency in using PC computers utilizing programs such as Microsoft Office Suite (e.g. PowerPoint, Outlook, Word, etc.).
• Ability to consistently report to work on time prepared to perform the duties of the position.
• Committed to and have a thorough understanding of issues of diversity, inclusion, and social justice in higher education.
• Ability to lift, move, and transport equipment or supplies weighing ~25 lbs. to event and programming locations, workstations, and offices throughout Campus and Off Campus.
• Possession of a valid California Driver’s license and ability to operate a motor vehicle (golf cart)
• Understanding of the development and needs of diverse student populations
• Demonstrate a positive attitude toward Housing & Residential Life, the Division of Student Affairs, and CSULB and endeavor to encourage and support their goals and objectives.
• Serve as a role model and demonstrate good judgment and ethical behavior both on and off campus.
• Always maintain appropriate confidentiality regarding Housing and Residential Life business and any information or situations which may violate a student’s privacy (FERPA). This may include incidents in which you are involved or about which you have been informed including roster information, names of residents, unlisted phone numbers, staff activities, judicial actions, crisis management plans, and police interaction.
• Ability to maintain flexibility to changing priorities including follow through and meet deadlines.
• Ability to use sound judgement.

Preferred Qualifications
• Previous residential life work and programming experience
• Previous work and leadership experience
• Understanding of University general education and graduation requirements

COMPENSATION
A one-bedroom apartment/studio (layout of units varies). All apartments are furnished with a minimum of a refrigerator, microwave, electric stove, bed, mattress and loveseat. University furniture must remain in the apartment. If Residential Coordinators own their own furniture, they are responsible for finding storage off-campus if their furniture does not fit in the apartment. University provided furniture will not be stored and should not be removed from the apartment. All utilities are included except personal telephone charges. Please note that the University does not assume liability for any personal or property damages and therefore highly recommends that while living on campus, Residential Coordinators obtain personal
insurance such as a renter’s policy. The apartment and meal plan are compensation for on-call, after hours duties, and other responsibilities not easily quantified.

A 210 Meal Block Plan for use in the Residential Dining Halls. Meals will not be provided during graduation week or during holidays when the dining hall is closed.

The Residential Coordinator compensation package gives the option to receive or opt out of receiving the following compensation items. Please note that if Residential Coordinators opt out of the optional compensation items they will not be replaced with any other form of compensation.

- Residential Parking Permit for Fall & Spring Semester (Summer permits are the responsibility of the RC)
- Tuition Award of $2,610 for Fall & Spring (six credits each semester)
- $16.00 per hour for a maximum of 20 hours per week for administrative work during the academic year. Residential Coordinators are paid for up to 40 hours per week at a rate of $16.00 per hour for working during summer training, Beach Days, and January training.

IMPORTANT DATES (Tentative)

- **July 10-12th, 2020:** Move-in to RC apartments is the weekend
- **July 13- August 3, 2020:** RC position start date and training
- **Monday, August 3 - 14, 2020:** Resident Assistant Training
- **Wednesday, August 19, 2020:** New Student Move-In Day & Beach Days Kick-off
- **Wednesday, August 19 – Sunday, August 23rd, 2020:** Beach Days
- **Monday, August 24, 2020:** First Day of Classes
- **November 25 - 29, 2020:** Fall Break Duty
- **Saturday, December 19, 2020:** Fall Semester Finishes
- **Saturday, December 19, 2020:** Residence Halls Close
- **Sunday, December 20- January 11, 2020:** Winter Break Duty
- **January 11- 16, 2021:** RC Winter Training
- **January 18 – 23, 2021:** RA Winter Training
- **Sunday, January 24, 2021:** Residence Halls Open at 10:00am
- **Monday, January 25, 2021:** Spring Semester Starts
- **March 27 – April 4, 2021:** Spring Break Duty
- **Sunday, April 4, 2021:** Residence Halls Open at 10:00am
- **Friday, May 14, 2021:** Last Day of Classes for Spring Semester
- **Saturday, May 22, 2021:** Residence Halls Close
- **May 25 – 28, 2021:** Commencements
- **Monday, May 31, 2021:** End of RC Position
- Summer employment opportunities may be available

APPLICATION TIMELINE

- **February 14, 2020 @ 5:00pm:** RC Application Deadline
  - [2020-2021 Residential Coordinator Application](#)
- **February 21, 2020:** RC Interviews for SDHE candidates
- **February 24-27, 2020:** RC Interviews for non-SDHE candidates
- **March 13-May 1:** RC Offers