



**COMPLEX DIRECTOR- Snyder-Phillips Hall  
The Residential College in Arts and Humanities**

*Job Description*

**I. Basic Function**

The Complex Director in Snyder-Phillips Hall and the Residential College in Arts & Humanities develops and administers a comprehensive hall program meeting the goals of the Division of Student Affairs, the Department of Residence Life, and the Residential College in Arts and Humanities. This position combines leadership for the residence life program in the hall with significant involvement in the residential college. Approximately 70% of the position is dedicated to residence life responsibilities, while 30% is assigned to Residential College responsibilities.

The Complex Director (CD) is responsible for one residence hall housing approximately 800 students. The CD supervises 1 full-time Hall Director, 2 Assistant Hall Directors (Graduate Assistants), and 18 undergraduate Resident Mentors. Partial direction is exercised for 2-4 Transition and Cultural Aides.

The Complex Director serves as an academic advisor during the Academic Orientation Program; and during the academic year for first-year Residential College students.

The Director is also involved in departmental and college committees or special projects. This is a 12-month position with the primary summer assignment being the Academic Orientation Program and other Residential College responsibilities.

**II. Duties and Responsibilities**

**A. Facilitate Student Interaction and Provide Opportunities for their Growth and Development**

1. Using community and student development principles, actively foster an environment within the hall that reflects a positive community and which contributes to students' personal and academic success. Teach and model those principles to staff, students, and student organizations. Work with staff and students to establish an environment which supports and rewards academic success.
2. Direct the development of learning and social activities using the programming dimensions as established by the department, and which are aligned with the curricular focus of the college. Direct and coordinate activities to develop an environment where resident needs are effectively addressed. Develop program objectives and responsibilities among staff to ensure effective implementation. Attend programs.
3. Provide direction to the staff in communicating, interpreting, and administering residence hall and University policies and procedures. Meet with students who are involved in serious behaviors and/or violations of residence hall regulations.
4. Develop formal and informal relationships with students. Communicate effectively with staff and students both verbally and in writing.
5. Help students become involved in student organizations. Direct staff efforts in developing student leaders, and in supporting student organizations. Advise hall/complex student groups.
6. Assist the Transition and Cultural Aides in planning and coordinating programs and in promoting positive cross-cultural exchanges among students in the hall. Maintain a liaison relationship with the Office of Cultural and Academic Transitions staff and be familiar with campus resources supportive of minority programs and concerns.
7. Provide opportunities, training experiences, and one-to-one contacts that identify and help resolve individual problems and conflicts. Assist students in developing skills to address interpersonal conflicts.
8. Set standards shared with other staff for maintaining visibility and availability within the hall/complex, and for initiation of informal contacts with students. Regularly visit floors and attend programs and student group meetings. Develop strategies for interaction with students on a hall, living unit, and individual basis.

B. Supervision, Training and Development

1. Provide direction to staff efforts in the hall/complex; work with staff to help them establish and reach objectives. Provide organization and communication to promote good staff relations, support for individual staff, and effective information exchange.
2. Supervise, train and evaluate the Hall Director and Assistant Hall Directors in the hall.
3. Provide oversight for the selection, training, supervision and evaluation of the Resident Mentors, with some responsibilities delegated to Assistant Hall Directors.
4. Serve as a resource person to Resident Mentors and be aware of programs, problems, and individual concerns unique to the floors.
5. Pursue professional development. Provide opportunities for the professional development of all members of the residence life staff.

C. Residential College Responsibilities

1. Maintain regular and frequent communication with designated college faculty and staff, for the purpose of exchanging information related to student success, academic matters, hall concerns and information, and collaboration.
2. Attend faculty and academic staff meetings, as appropriate, in order to remain informed about the college and general academic issues; to share relevant information; and to ensure strong collaboration related to co-curricular programming, student initiatives, student issues and concerns.
3. Participate in college committees, activities, and curricular experiences as appropriate; attend college events.
4. Ensure the active support of the residence life staff in mission and goals of the Residential College in Arts and Humanities. This includes dissemination of academic information to all staff, and participation in College activities.
5. Encourage collaboration among all student organizations in the Hall and College in order to best meet student needs and to provide involvement and leadership opportunities for students.
6. Assist with prospective student recruitment efforts, as available.
7. Communicate regularly with Complex Directors from the other two residential colleges for purposes of joint programming and other collaborative ventures (for example, the 21<sup>st</sup> Century Chautauqua Project).

D. Academic Advisor for First-Year Students

1. Serve as an academic advisor during the Academic Orientation Program.
2. Serve as the primary academic advisor for a group of first-year Residential College students during the academic year; this may include group sessions and individual appointments.
3. Maintain frequent and regular contact with the Arts Coordinator, the World Language Proficiency Director, and the staff planning College events in order to coordinate co-curricular programming, visiting guests, and other College activities.
4. Co-advise the major College-level student organization.

E. Physical Facilities, Environment, Safety and Security

1. Establish and maintain mutual communication with the Hall Manager and Food Services Manager. Develop mutual expectations between University Housing and Residence Life staff, and an effective means of providing feedback. A good working relationship must be maintained for the smooth operation of facilities and of the overall hall/complex program. Establish expectations for Residence Life staff leading to cooperation, support, and communication with University Housing staff.
2. Coordinate housing and physical facilities with students and University Housing as these areas relate to individual students and the overall hall program. Conduct regular building tours with Hall Manager.
3. In conjunction with University Housing and the Department of Police and Public Safety ensure the safety and security of residents (including disseminating information, holding regular fire drills, maintaining student awareness of emergency procedures, responding to emergencies, and coordinating other activities pertinent to hall safety.)
4. Supervise office coverage by Residence Life staff.
5. Be on duty or call as appropriate to area or complex and supervise the 24 hour coverage of the building by self and others.

F. Maintain Contact with Central Staff, University and Community Agencies

1. Be familiar with campus and community agencies: assist Residence Life staff and students in working with University or outside organizations. Develop programs and activities to orient new students and staff

to the larger University community.

F. Maintain Contact with Central Staff, University and Community Agencies, Continued

2. Serve as liaison between the central Residence Life staff and the hall/complex. Judicial cases, contract releases, non-adjudicated behavior concerns, personnel matters, supplies and services budget, and other administrative areas warrant continuous communication with other members of the Residence Life staff.
3. Serve on/assume leadership for committees established by the Department of Residence Life to review policies/procedures/program areas significant to Residence Life operations.

**III. Supervision Received**

The Director reports to and is supervised by an Area Coordinator from the Department of Residence Life. Verbal contact is expected on a regular and frequent basis. Regular and frequent contact with the designated college liaison is expected. Written reports may be expected to follow specific situations within the hall. Periodic evaluation of the hall program and personnel occurs with the Area Coordinator. Decisions involving policy, procedures and personnel should be communicated to the Area Coordinator, and are often made in consultation with her/him.

**IV. Supervision Exercised**

The Director supervises one full-time Hall Director, two Assistant Hall Directors, and 18 Resident Mentors.

**V. Physical Effort**

Mildly disagreeable working conditions involve working in an environment with limited privacy and noise. Staff must frequently respond to situations throughout the hall/complex at any time of the day and night. The job requires moderate physical effort when responding to emergencies.

**VI. Minimum Qualifications**

A Masters Degree in student affairs, higher education or a related field is required. Complex Directors must have at least one year of full-time residence hall experience. Preference is given to candidates with 3-5 years of full-time residence hall experience and experience in residential learning communities.