



**Family: Student Services**

**Level: PR5**

**Position Profile Title: Coordinator-Resident Director**

Salary Grade	Minimum	Midpoint	Maximum
2	\$33,660	\$45,384	\$57,096

**PROFILE SUMMARY:**

Positions in this job profile manage, plan, organize, coordinate, evaluate and participate in programs and activities as a Resident Director. They plan and monitor performance against department goals and objectives and ensure program results; interact with internal and external department stakeholders.

**DISTINGUISHING CHARACTERISTICS:**

The distinguishing characteristics of the Coordinator-Resident Director are the oversight of overall operations of an OSU student residence hall. Positions ensure the safety of student residents and supervise student employees.

**PRIMARY POSITION RESPONSIBILITIES:**

1. Supervises, assigns work, and trains student Resident Assistants.
2. Develops and implements relationships and community development plan and activity model for the hall/area.
3. Ensures compliance with University policy and state and federal regulations.
4. Serves as a resource and referral agent for students' social, academic and identity needs.
5. Recruits, trains and advises Hall Council, student organization to govern the hall and provide social and educational efforts/programming for residential students.
6. Monitors and maintains budget and administrative responsibilities including e-mails, calendar, monitoring databases, pulling reports, and completing administrative paperwork.
7. Participates in the management of student conduct cases and other crisis/conflict management, including responding to students in crisis or students of concern.

**PROBLEM-SOLVING AND DECISION-MAKING:**

Problems are highly varied, complex and often non-recurring; require novel and creative approaches to resolution. New concepts and approaches may have to be developed.

Decisions may affect a work unit or area within a department; job may contribute to business and operational decisions that affect the department.

Decisions impact:

- Department
- Direct team
- Student/Parents

**ACCOUNTABILITY:**

Results are defined by department leadership, division and university mission, vision and strategies; existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Positions typically do not supervise classified and/or professional faculty employees.

Positions may supervise graduate assistants.



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Monitors, informs, reports on budget within the Unit/Department.

**RELATIONSHIPS WITH OTHERS:**

Collaborates and interacts within the Dept/Unit, University Wide, and Externally to:

- Exchange routine, factual information and/or answer routine questions.
- Persuade, gain cooperation and acceptance of ideas or collaborate on significant projects.
- Develop and maintain relationships with key contacts to enhance workflow and work quality.

Collaborates and interacts within the Dept/Unit, University Wide to:

- Exchange detailed information or resolve varied problems.
- Handle sensitive issues and facilitate collaboration at the highest level.
- Access and/or work with sensitive and/or confidential information.
- Identify needs/concerns of others, determine potential solutions, resolve or redirect appropriately.

Collaborates and interacts within the Dept/Unit to:

- Resolve conflict, negotiate or collaborate on major projects.

**TYPICAL REQUIREMENTS:**

Master's degree in College Student Services Administration, Education Administration, or closely related field of Bachelor's degree with at least 2 years of experience in Housing or Residential Life.

**DISCLAIMER:**

The above statements are intended to indicate the general nature and level of work performed by positions within this job profile. They are not designed to contain or be interpreted as an exhaustive list of all duties, responsibilities, skills, and qualifications required of all employees within positions covered by this job profile.