

FLORIDA STATE COLLEGE AT JACKSONVILLE

JOB DESCRIPTION, 2022

STUDENT HOUSING RESIDENTIAL COORDINATOR

FLSA STATUS: EXEMPT – PAY GRADE: 17– P

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Student Housing Residential Coordinator is a live-in professional position that is responsible for the development and implementation of housing policies and procedures, and maintaining up-to-date knowledge on student housing guidelines and regulations. This position is also responsible for the operation and management of FSCJ's co-ed residential community, coordinating educational, cultural, service, and recreational programs and workshops for the development of residents, in collaboration with the residential staff.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Assists students in building an inclusive community to enhance personal and academic growth, within the framework of the Housing mission and requires intentional efforts to interact with students, assess their needs, and promote community growth and development.

Monitors and communicates concerns related to facilities including safety and security, cleaning service, maintenance, and issuing and controlling keys/key cards.

Conducts evaluative research on all appropriate program/service activities related to student housing services assignments and maintains housing data and generates statistical reports as required.

Reviews and processes housing applications; maintains computer-based filing system for housing assignments and billing; ensures that all required documents are received from residents and properly maintained; maintains assigned budgets, including program development costs, billing, recording damage fees, improvements to facilities, and payroll as required; and coordinates billing/collection of housing charges/fees, room assignments, room inspections, and residential policies and procedures.

Conducts tours and coordinates with students to move in or out of the residence; Provides referrals to campus and community resources as needed.

Mediates roommate conflicts and follows-up on student issues/concerns, and assists in the management of the student conduct process by enforcing all rules, regulations, and/or guidelines associated with student conduct expectations.

Serves as a liaison for federal, state and community agencies, and college/university departments and programs, to develop appropriate support and referral systems. Facilitates and represents the department on committees and/or programs, as appropriate.

Maintains procedure manual and updated operations to include regular upkeep of facilities, occupancy management and follows-up on maintenance requests to ensure timely response to facility concerns.

Selects, supervises, and trains Resident Assistant staff and Student Workers. Provides day and overnight coverage for student housing, as needed.

Establishes and maintains collaborative relationships with campus and administrative departments and community stakeholders to advance housing initiatives; promotes student programs; and designs and updates publications, brochures, and content regarding housing.

Performs related duties as assigned.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision may be exercised over assigned staff and/or student assistants.

MINIMUM QUALIFICATIONS

A bachelor's degree from an accredited college or university supplemented by three (3) or more years of related experience.

PREFERRED QUALIFICATIONS

A Master's degree from an accredited college or university supplemented by five (5) years of related experience in higher education leadership.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 05/2019; 8/23/22