

Assistant Director of Residence Life & Housing (AD-RLH)

The Assistant Director (AD) of Residence Life & Housing is a full-time, 12-month, live-in position responsible for the management of an undergraduate residence hall. As a member of the Residence Life and Housing staff, the AD provides a context within which students develop the skills required for academic excellence, self-responsibility, cultural awareness, and social interaction. The AD is responsible for facilitating student development through individual student interactions, establishing community within assigned residence hall, and developing leadership skills of assigned staff. The AD conducts one-on-one and full staff meetings with the Resident Assistants and assists with hall programming and events. Under the supervision of the Director of Residence Life & Housing, the AD oversees one of the following functional areas:

- Residence education
- Student staff selection and training
- Student staff education & development including Living and Learning Communities

The AD serves in an on-call duty rotation to intervene and manage for optimal outcomes in emergency and crisis situations, as well as plays critical part in the student judicial process. *This position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay or compensatory time off for additional hours worked.*

Essential Duties and Responsibilities include the following:

- Direct oversight of one of the following functional areas (these may change throughout time within the position):
 - Residence education
 - Student staff selection and training
 - Student staff education & development, Living Learning Communities
- Direct supervision of 8 to 12 Resident Assistants within a residential community of approximately 1,000 residents.
- Adjudicate student judicial cases that originate in the residence halls in accordance with Queens Honor Code.
- Create an environment in campus housing which contributes to the total learning and development of students.
- Assist and support Resident Assistants in creating a community atmosphere in campus housing.
- Serve on weekly on-call rotation with other professional staff members, to respond to after-hours calls and emergency situations.
- Oversight of departmental safety operations (health and safety inspections, fire drills, etc.)
- Oversee summer housing processes, assignments, and RA selection and training for summer.
- Maintain a strong presence in campus housing by interacting and building strong, positive relationships with residents, custodial supervisors, custodial staff, and student staff.
- Mediate roommate conflicts and make appropriate assignment recommendations.
- This position is considered a responsible employee for purposes of the university's Sexual Misconduct Policy. As such, this position is required to report any incident of sexual misconduct or interpersonal violence to the university's Title IX Coordinator when made aware of such.

Non-Essential Duties include the following:

- Special projects and other duties may be assigned to achieve department and/or university goals.

Experience, Knowledge and Skills Required:

- Required – A Master’s degree in Higher Education Administration, Student Personnel, Counseling or related field and full-time or graduate residence life experience.
- Dedication to creating and contributing to a high-functioning team that consistently achieves desired outcomes.
- Experience working with campus housing processes including housing assignments, living/learning programs, and resident assistant education experience preferred.
- An exhibited commitment to student development and academic collaboration.
- Management background with student staff supervisory experience preferred.
- Exhibits a strong ability to balance the competing priorities of customer service and student development.
- Ability to effectively interact with a diverse population and maintain a positive attitude in time of crisis.
- Exceptionally strong communication skills (verbal, written, interpersonal, presentation) and ability to quickly establish and maintain strong rapport with a diverse student body as well as throughout the university and external community.
- Demonstrated commitment to student learning and development and experience developing and implementing innovative programming in support of same.
- Strong leadership skills and proven track record of modeling positive behavior at all times.
- Ability to maintain confidential information in a professional manner.
- Demonstrated organization and planning skills; strong follow-up and follow-through skills to ensure completion of goals and objectives.
- Must be able to work in a fast-paced environment with demonstrated ability to effectively prioritize multiple competing tasks and demands.
- Flexibility to regularly work evenings and weekends to achieve objectives of the position, as well as willingness and ability to serve weekly on-call rotation with other professional staff members, to respond to after-hours calls and emergency situations.

Work Conditions

- Work in office and resident hall environment, involving contact with students, faculty, staff, parents, service providers and vendors
- Work has deadlines, multiple interruptions, high volume and may be stressful at times
- This position requires on-campus residence (furnished apartment with utilities and a University meal plan included)
- Work requires evening and weekend hours and weekly on-call rotation with other professional staff members, to respond to after-hours calls and emergency situations.

Application Process

Qualified candidates should submit the documentation listed below via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete applications will not be considered. Queens will continue to accept applications until the position is filled. Include the following:

1. A cover letter addressing the position qualifications and experience
2. Current CV or résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include “**AD-RLH**” and **YOUR NAME** in your email Subject Line.

(Example: AD-RLH Shawn Mullin)

Applications received by December 22, 2020 will receive first consideration. Queens will continue to accept applications until the position is filled.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Physical Requirements (with or without reasonable accommodation)

- *Eye-Hand Coordination:* Requires hand-eye coordination and manual dexterity sufficient to operate a computer keyboard, copier, calculator and other office equipment.
- *Talking:* Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
- *Repetitive Motion:* Movements frequently and regularly required using the wrists, hands, and/or fingers.
- *Average Hearing:* Able to hear average or normal conversations and receive ordinary information.
- *Average Visual Abilities:* Average, ordinary, visual acuity necessary including close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Physical Strength:* Will regularly be required to sit, use hands to finger, handle or feel objects, tools and controls reach with hands and arms. Must be able to stand, walk, stoop, kneel, or crouch. Must regularly lift and/or move up to 20 pounds, and occasionally lift and/or move up to 30 pounds.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

The above description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.