DIRECTOR OF RESIDENCE LIFE AND HOUSING

Department: Student Engagement

Reports To: Assistant Vice President/Dean of Students

Position Summary: The Director of Residence Life is responsible for the visionary leadership and management of operations, a comprehensive residential living-learning curriculum, and programs with a strategic vision to monitor and increase retention and growth. This position supervises the professional and paraprofessional staff of the residence life & housing office. North Park University currently maintains 3 residence halls (capacity 560), 132 apartments (capacity 348), and 11 houses (capacity 64) for the undergraduate student population and limited housing for graduate students.

Essential Responsibilities:
- Provides leadership to Residence Life by
  - Providing the vision and direction for a staff of professionals and resident assistants dedicated to creating and maintaining housing environments where students can live, learn, and succeed.
  - Fostering an environment for students to participate in an array of opportunities such as: leadership learning, social and educational programming, and community responsibility.
  - Organizing on-going professional development and in-service training for all residence life staff members.
  - Recruiting, training, and supervising 1 Assistant Director and 2 Area Coordinators.
  - Supervising the selection and training of all resident assistants.
  - Responding to and supporting professional staff on duty and after hour calls.
- Provides leadership to Housing by
  - Supervising the assigning of students to appropriate on-campus housing during the fall, spring, and summer semesters, and coordinating the housing lottery.
  - Managing all housing office related operations including mailings and computer data files.
Supervising the management of all on-campus residences including special housing arrangements needed during breaks, holidays, and early arrivals.

Participating in the overall planning and management of the campus housing system

Collaborates with Physical Plant to ensure optimal efficiency for maintenance and custodial operations

- Provide management and execution of the University judicial and student conduct procedures by
  - Manages the daily operations of the student conduct process, ensuring consistency and equity
  - Clearly communicating, interpreting, and enforcing department and university policies to students.
  - Ensuring professional staff and resident assistants are appropriately confronting and documenting behavioral issues and concerns.
  - Reviewing all incidents and communicate with Dean of Students when necessary.
  - Adjudicating student conduct cases, refer cases as needed, and coordinate and consult with Dean of Students regarding high level conduct cases or ongoing situations of concern.
  - Providing training to residence life professional staff and other community members who may participate in a student conduct panel.
  - Providing campus programs and other proactive educational interventions to minimize behavioral issues.
  - Assessing and revising student conduct policy and procedure as appropriate.

- Establishes and maintains retention practices and data by:
  - Supervising the developing, implementing and evaluating of the residential curriculum
  - Providing assessment for residence life and housing policies, processes, and initiatives.
  - Reviewing housing trends and making recommendations to retain students in campus housing.
  - Working with Campus Safety to ensure the security and safety of resident students.

- Provide administrative leadership by:
  - Developing liaisons with appropriate academic, financial, administrative, and student services offices.
  - Ensuring professional staff and resident assistants understand their roles and applies Title IX and Sexual Misconduct Policy and Policy Against Discrimination, Harassment, and Retaliation.
  - Serving on various teams to provide information and awareness in times of crisis and risk management
  - Integrating residence life into the campus strategic planning process with other student engagement offices.
  - Managing the housing and residence life budgets.

- Ability to fulfill on-call responsibilities as deemed appropriate by the AVP/Dean of Students; requires Director to live near campus within a reasonable distance.

- On occasion, there may be evening or weekend responsibilities.
Maintain and promote high levels of confidentiality and professionalism within the office and divisions.

Support the mission and goals of the University and the Division of Student Engagement by assuming other responsibilities as assigned by the Vice President of Student Engagement and/or Assistant Vice President and Dean of Students.

Essential Qualifications:

- A master’s degree in higher education, counseling, or a related field.
- A commitment to, and appreciation of, the mission and 3 distinctives of North Park University: Christian, City Centered and Intercultural.
- Two-five years of experience in a college or university setting; residence life experience is required.
- Sensitivity to multicultural and gender issues and support for diverse and underrepresented populations.
- The ability to effectively communicate as well as manage and resolve conflict with students, administrators, faculty and staff members, and outside constituencies.
- Must be able to work well under pressure, work independently, take initiative and oversee a variety of projects simultaneously.
- Possess a high level of professionalism and maturity.
- Driver’s License recommended
- Ability to work evenings and/or weekends as required
- Must be accessible via email and phone while not on campus and as necessary.
- An ability to traverse stairs in and out of buildings and across campus in general.
- Computer literacy in Microsoft and databases as needed.

Effective Date: February 2022

NOTE: Nothing in this job description restricts the supervisor’s right to assign or reassign duties and responsibilities to this job at any time.

North Park University is a Christian university located in the city of Chicago and has been designated by the U.S. Department of Education as a Hispanic-Serving Institution and Minority-Serving Institution. North Park uses its core identity as a Christian, Intercultural and City-Centered campus to expand opportunities that support student recruitment, retention, and degree completion. North Park University is committed to equal opportunities for employment and advancement for all individuals, regardless of age, gender identity, sex, race, religion, color, disability, veteran status, national origin, or any other legally protected category.