

Resident Director

This is a professional, live-in position responsible for supporting the mission and philosophy of the Department of Residence Life and Housing. Resident Directors work with other residence life staff to promote and enhance students' social, educational, and personal development. The Resident Director (RD) is responsible for the development, coordination and maintenance of the residence hall / apartment. The RD works under the supervision of the Area Coordinators, Assistant Director of Residence Life and the Department of Residence Life & Housing. The Resident Directors live in the hall with the residents and they must be conscious of their behavior, attitudes, and serve as a positive role model for the students with whom they interact.

I. ESSENTIAL DUTIES AND RESPONSIBILITIES

Staff Supervision, Training and Evaluation

- Supervise a staff of Community Assistants and Community Mentors.
- Lead weekly staff meetings to communicate information, discuss issues, recognize contributions and provide and solicit feedback.
- Hold bi-weekly (every two weeks) one on one meetings with student workers to assure the staff is developing leadership skills, maintaining academic excellence and upholding their job responsibilities with integrity.
- Facilitates student leadership and development through program development.
- Recruits, trains and supervises hall staff.
- Plans and participates in active staff development of student workers.
- Assist Community Mentors and Community Assistants with planning and executing their own programs.
- Facilitate the resolution of conflicts by providing guidance to the Community Assistants and Community Mentors, intervening when necessary, and referring cases to the appropriate offices/personnel.
- Conduct evaluations of Community Assistant and Community Mentor staff.
- Assist in coordinating and presenting staff training for the fall and spring semesters.

Community Building

- Assists, advises and counsels student with academic and personal matters through an open line of communication and providing referrals from the university and community.
- Actively know residents by name and continue to foster a relationship with them to encourage their development within the Campbell Community.
- Attend Hall Programs and assist Resident Chaplains with community building endeavors.
- Know, understand, obey, enforce, and be able to explain Campbell University's Code of Honor, Code of Conduct, and Residence Life policies.
- Maintain an apartment in accordance to University policies that is welcoming and inviting to residents.
- Monitor and keep lobbies, laundry rooms, and other common space neat and clean at all times.
- Suggest and offer programs and events to meet the needs of the residents. Hold a minimum of 1 program and 2 hall meetings per semester, as directed by the Residence Life Office.
- Identify and encourage student involvement in campus leadership opportunities.
- Educate residents about policies and procedures.
- Support the campus community by attending and participating in events and programs offered on campus and assisting with Campbell University traditions.

Crisis Management and On-Call Duty

- Arrange and participate in the on-call duty rotation for the residence halls.
- Serve as the first responder to residents in crisis within the residence hall.

- Assess crisis situations and develop a plan for resolution contacting the Leadership on Duty cell phone.
- Assist residents with conflicts including roommate and personal conflicts.
- Accompany residents needing medical attention to the hospital as needed.
- Follow-up with residents who have exhibited signs of crisis, depression, or stress and those reported through supplemental reports.
- Communicate resident concerns and updates in a timely manner to the Residence Life Office Staff or the Leadership member on duty.
- Maintain positive relationships with Campus Safety, Resident Chaplains and Facilities Management.
- Respond to alcohol or drug related incidents while on duty

Administrative Duties

- Attend weekly scheduled Resident Director Staff meetings.
- Attend all trainings, both for Resident Directors and student staff.
- Hold three weekly office hours in the Residence Life and Housing Office.
- Hold two office hours weekly in the lobby space or equivalent to of their Residence Hall or Residence Apartment.
- Complete and submit all paperwork and reports, including room condition reports, purchases, room changes, and monthly reports in a timely manner.
- Review and approve all paperwork completed by Community Assistants and Community Mentors.
- Check assigned mailbox daily.
- Check email on a regular basis for announcements, updates and resident concerns.
- Respond to emails from the Residence Life and Housing staff in a timely manner.
- Distribute information to Community Assistants and Community Mentors in a timely manner.
- Maintain an up-to-date and accurate listing of residents assigned to your building.
- Maintain up-to-date and accurate hall account information.
- Administer approval for overnight same sex guests in student rooms.
- Serve on one of three standing committees; training, selection, and marketing.

Facility Management

- Open the hall, distribute room keys, and prepare for Move-In Weekend.
- Audit keys during move in and move out weekend.
- Works closely with departmental maintenance and custodial staff to ensure a well-maintained environment.
- Weekly walk through each floor of the building(s) to insure the safety and security of the residents. Invite Assistant Director of Housing, Area Coordinator assigned, facilities and custodial staff to attend this walk-through when able.
- Promptly notify Facilities Management of safety and/or maintenance concerns.
- Conduct health and safety room inspections with the Community Assistants and Community Mentors each semester.
- Conduct closing room inspections with the Community Assistants and Community Mentors for winter break and end of year.
- Assist residents in communicating with Facilities Management to insure room repairs are completed in a timely manner.
- Regularly monitor the door access system to insure security and notify appropriate personnel when malfunctions occur.

Staff Selection

- Participate in marketing the Community Assistant and Community Mentor positions.

- Recruit Community Assistant and Community Mentor candidates through personal contact and by completing references.
- Serve as main interviewers for Community Assistant and Community Mentor interviews. Observe Community Assistant and Community Mentor candidate group process activities.
- Assist with hiring Community Assistant and Community Mentor for the following academic year.

II. QUALIFICATIONS

- Bachelor’s degree required.
- Matriculating in a full-time, graduate level program and maintain a minimum of a 3.0 GPA.
- Prefer experience as a Community Assistant and Community Mentor and/or other relevant leadership experience.
- Experience with Blackboard, Google docs and other campus/popular technologies preferred.

III. OUTSIDE ACTIVITIES AND EMPLOYMENT

- Additional employment will be permitted only by approval of the Residence Life and Housing Office.
- All staff must complete the Involvement Form within this handbook, and submit it to the Residence Life Office.
- An RD cannot hold a Graduate Assistant position for another campus office.

IV. REMUNERATION AND BENEFITS

- The Resident Director position is 10 months and includes the following compensation and benefits:
 - Monthly stipend of \$350.00 per month from August to May.
 - Total annual amount sum of \$3,500.
 - 19 meals per week meal plan.
 - \$200 book stipend per semester.
 - \$200 in Creek Bucks per semester.
 - An apartment including local phone, and utilities.
 - A Campbell University parking sticker.
 - RDs are considered Full Time Employees and as such qualify for all FT benefits. These are listed in detail under the human resources page at the Campbell University website.

V. PROBATION/RESIGNATION/TERMINATION

Those working for the Department of Residence Life and Housing are examples for the student body of Campbell University, and any unprofessional conduct and/or unsatisfactory job performance will be addressed by the Residence Life Office. The following course of action will be taken with staff members who fail to complete their job requirements and/or expectations.

- **First offense:** The staff member will be asked to meet with their Area Coordinator to discuss the offense and will be given a coaching form. The written coaching form, signed by both the staff member and his/her supervisor will detail the offense and the parameters of expectations moving forward. The written coaching form will be placed in the staff member’s file. A copy will be given to the staff member.
- **Second offense:** The staff member will be asked to meet with the Assistant Director of Residence Life and his/her Area Coordinator to discuss the offense and will be placed on probation. A written statement, signed by both his/her supervisors will detail the offense and the parameters of expectations moving forward. The written probation form will be placed in the staff member’s file. A copy will be given to the staff member.
- **Termination:** If the staff member continues to fail to meet the job requirements and/or expectations while on probation, they will be terminated from the position. The staff member will meet with the Director of Residence Life and his/her Area Coordinator to receive a written statement detailing the termination. On average the staff member will have 24 hours to move out of the hall or apartment. A dismissed staff member may not

reside in the residence hall/apartment in which they were terminated from. Once the staff member is terminated, involvement with fellow staff members and/or their residents (i.e. petition, letter, etc.) will not be allowed nor tolerated.

If at any time a staff member is found guilty of ANY offense listed in the Code of Honor or the Code of Conduct that staff member will be immediately terminated from the position.

I. SIGNATURES

I certify that I have given true, accurate, and complete information on all application paperwork and during interviews with the Residence Life and Housing staff. I understand that if it is determined that I have given untrue, inaccurate or incomplete information, I could and may be released from the RD contract. I also understand that it is my responsibility to contact the Assistant Director of Residence Life to provide updated information if there is a change in any information I have provided during the selection process and/or the duration of the RD contract.

I have read and understand the responsibilities and expectations as outlined in the RD contract. Effective the day I sign this contract, I agree to fulfil the aforementioned RD duties and responsibilities and expectations and will abide by all University and Residence Life policies and procedures. I understand that my signature authorizes Residence Life to review my conduct files as well as my academic records.

RD Name (Please Print)

RD Signature

Date