



Residence Coordinator Position Philadelphia University

Philadelphia University is a private four-year co-educational institution of higher education. Its mission is to educate the total person in the context of this tradition. The Office of Residence Life is dedicated to providing living environments to residential students that are compatible with students' needs and consistent with the mission statement of the university. The residence life staff is crucial to the success of these goals.

The Residence Coordinator (RC) position is a 10-month (August-May) live-in position that supervises undergraduate resident assistants and manages the operations in one or more facilities. Responsibilities include student contact, supervising staff & hall programs, student discipline, and duty coverage.

REQUIREMENTS AND COMPENSATION

10 month RC's are bachelor's level professionals who are enrolled full-time in a graduate level program at a local/tri-state area university or college. RC's must take at least 6 credits to be considered full-time.

Compensation for the Residence Coordinator position is an annual stipend, and partial graduate tuition remission, per academic year. Due to the academic stipend compensation, the Office of Residence Life reserves the right to request a copy of transcripts to prove student enrollment in a local university/college. Also included are local phone access, voice mail, cable, Internet access, and on-campus housing and a 14-meal plan when classes are in session. Summer housing is available to those RC's who wish to work part-time (at least 10 hours) for the Office of Residence Life (ORL) and serve in an on-call capacity.

I. SUPERVISION

1. Conduct weekly staff meetings, complete with a written agenda for distribution to both staff and supervisor.
2. Conduct One-on-One meetings every other week with each RA. Have an agenda to review with each staff member to discuss concerns, achievements, and job performance. Files on each staff will be kept in a confidential place with all one-on-ones sheets in the file.
3. Ensure that the RA duty schedules are completed for each semester. RA duty begins at 7 PM and continues until 7 AM the following morning. RA's serve their duty in their rooms from 7 PM-9PM and in the staff office from 9 PM-1AM, or until 2 AM on Friday and Saturdays. There is one RA on duty Sunday through Thursdays, and two RA's on duty Friday and Saturday nights.
4. Ensure that RAs are conducting rounds consistently and are reporting any issues as needed. Rounds are conducted three times each evening. RA's are to complete a nightly duty log, kept in the staff office, which should be reviewed daily by the RC.
5. Ensure that RA(s) on duty stop at the McGinn desk and seek out the guest(s) of a resident(s) who is/are still in the building. The guest(s) must leave the building according to the guest policies and procedures.
6. Supervise one Office Assistant, providing them with 8-10 hours of work weekly. Create sign-in system and authorize time cards.
7. Starting August 1st through the first day of classes, be available for all RC/RA training sessions, attend new student orientation events and assist with new and returning student move-in. Any commitments during this time period must be approved by ORL.
8. Participate fully in RA Training, being available throughout the day to attend and conduct sessions and guide staff. Meet with staff daily during training to provide additional information and acclimation to hall office and procedures.
9. Conduct staff evaluations once per semester. Assist staff in completing their evaluation requirements and work with your supervisor to meet with each staff member to provide supportive and critical feedback of their performance.
10. If you will be away from campus for more than one overnight period, you are asked to inform your supervisor. In cases of emergencies where additional staff is needed, knowing who is available is important.

II. POLICY & PROCEDURE IMPLEMENTATION

1. RC's must have a complete understanding of all University and Residence Hall policies as stated in the Student Handbook and Residence Life Handbook. As a University official, you will need to be able to explain, enforce, and abide by these policies.
2. Be consistent. Confront all violations in a professional manner. Assist staff with confronting situations to allow for safe and quick resolution to the incident.
3. Be concise, thorough and direct in your documentation. Proofread Incident Reports (IR) and sign them before submitting to ORL. Communicate with staff if the I.R. is not complete or understandable.
4. Conduct Judicial Hearings in a timely fashion. Send Notice to Appear forms within three days of the incident. Complete appropriate paperwork within two days of completing the hearing.

III. DUTY RESPONSIBILITIES

1. Each Residence Coordinator will serve duty one weeknight per week and one weekend per month. RC's are required to remain on campus during the duration of their duty hours. Sunday through Thursday, duty begins at 5 PM and concludes at 9 AM the following morning. Weekend duty begins Friday at 5 PM through Monday morning at 9 AM. Duty schedules are done on a semester basis.
 - 1a. RC's are expected to be on duty Labor Day Weekend, Thanksgiving, Spring Break and Easter Weekend. These duty nights are shared equally among the RC staff and are not counted as part of the normal duty rotation. Staff may agree to swap holiday duty for additional weekends during the semester. Staff should not make any travel plans during holiday periods until a duty schedule has been set.
2. Friday and Saturday nights, RC's on duty are expected to do one full round of campus, visiting each RA on duty, signing in on their Nightly Duty Log.
3. RC's will carry the RC Cell Phone while on duty and respond to any questions, concerns, or emergencies that occur on campus. Phone calls should be answered immediately.
4. Since the cell phones allow for immediate response, you may attend programs, visit other staff, or use the library or gym.
5. While on duty you may leave campus prior to 9 pm, but you cannot be gone for more than an hour at a time. You must be within a 5 mile/20 minute radius from campus. While on duty, RC's are asked to limit personal guests and refrain from any behavior detrimental to fulfilling RC responsibilities. While on duty you are not permitted to consume any alcoholic beverages.

IV. FACILITY MANAGEMENT

1. Oversee the physical condition of the building by conducting weekly walk-through with the housekeeping department.
2. Submit work orders daily or as needed through the campus work order system. Maintain a work order log in the staff office, calling residents weekly to follow-up on requests. Communicate with Physical Plant as needed for problem areas.
3. Maintain a list of common area damage for each floor in your area, as submitted through FYI's and Nightly Duty Logs. Submit charges for individual and common area billing on a monthly basis to the Assistant Director for Facilities and Operations.
4. Manage the master & submaster key system, ensuring that the RA staff knows how to properly use and sign-out keys. Be responsible for updating key codes as new keys are produced.
5. Work directly with the Assistant Director of Residence Life for Facilities and Operations to coordinate and facilitate planned monthly fire drills.
6. Supervise Health and Safety inspections each semester in your area with your Resident Assistants. Complete all paperwork and follow up with students in the time frame indicated.
7. Coordinate and be present for all Opening and Closing responsibilities. Fulfill expectations of ORL with key management, work order requests, billing procedures and securing of the building.
8. Oversee the thorough and accurate documentation of room condition checklists. Oversee check in and check outs throughout the year and document any damages immediately.

V. COMMUNITY DEVELOPMENT

1. Schedule 15 office hours per week in your staff office. At least 5 hours should be conducted after 5pm and at least two hours on Friday's. Schedule meetings, complete paperwork, and interact with students during this time.

2. Assist staff with completing Community Living Agreements at the beginning of each semester. Copy and post all agreements in each hallway so students can be reminded of their agreement.
3. Assist RA's in receiving a Roommate Agreement from each room in your area. Roommate Agreements are invaluable during room mediations and should be filed in your office.
4. Assist staff in achieving the required community building goals. Support campus-wide sponsored events.
5. Regulate all community building paperwork, approving efforts of staff to avoid inappropriate events or use of funds.
6. Get to know residents by interacting with the community. Be available and visible. Post academic schedule and office hours on office door. Attend the first floor meetings of the year and visit RA activities when available.
7. Support all students regardless of race, religion, sexual orientation, gender, age, ability, culture and other areas of difference. Seek out opportunities to learn about areas you do not understand and work to be an advocate for all students. Challenge staff to learn about these areas as well and role model them within their community.
8. Mediate conflict within the community as needed.

VI. CENTRAL OFFICE

1. Pick up mail daily prior to Noon in the Office of Residence Life. Check e-mail and voicemail at least twice daily for updates and new messages.
2. Attend weekly Residence Life Staff Meetings. Be prepared to report on your area.
3. Meet weekly with the Assistant Directors in a one-on-one setting.
4. Participate in RA selection by conducting information sessions in your area and attending selection events.
5. Participate in RC selection by attending interviews and providing feedback regarding candidates.
6. Advise Residence Hall Council in your area, conducting meetings every week with student representatives.
7. Participate in Housing Selection Days and support housing selection process.
8. Be an active, contributing member of the Office of Residence Life and division of Student Life. Participate in invited events and establish relationships with the Student Life community.
9. Support the decisions of ORL in a positive and professional manner. Be an advocate for students and staff to find resolution with concerns. Seek out discussion with supervisor if there is confusion or disagreement to find positive resolution.

VII. ETHICAL STANDARDS

The dynamics of working in residence life are unique. There are many changes and expectations and due to the RC's live-in status a need for establishing boundaries. Although the Office of Residence Life at Philadelphia University expects that RC's have their life "outside" of the position, we do reserve the right to ask RC's to uphold an ethical understanding in their relationships with students and student staff. Engaging in more than a professional relationship with Resident Assistants or undergraduate students is not permitted. As a professional role model, the RC's responsibility is to the students. Their ability to provide responsible leadership through responsible choices is imperative. In this regard you may not date undergraduate students or engage in any physical contact with them. You may also not drink with undergraduate students.

Residence Coordinators are permitted to work a part-time job off campus to assist them financially. RC staff must get approval of outside time commitments from the Office of Residence Life. The outside job should consist of no more than 10 hours during the week and 10 hours during the weekend.

The Residence Coordinator position is a unique opportunity to live in a residence hall setting and provide guidance to an undergraduate staff and community of students. It is a very important and serious role. It is our goal to have a staff of Residence Coordinators who are committed to our expectations and who will accept challenge and growth as a reward for their dedication. RC's are a vital part of our residential community and they will be held to the highest of standards and respect.