



## Job Description

**Job Title:** Residence Life Coordinator II/Hall Director

**Job Class:** Support Staff

**Department:** Student Affairs-Residence Life

**Reports to:** Director of Residence Life/Assistant Director of Residence Life

**FLSA status:** Full-time/non-exempt/12-month 40 hrs/wk

**To Apply:** Please email an Otterbein employment application, cover letter and resume including salary expectations addressing this position to [hr.jobs@otterbein.edu](mailto:hr.jobs@otterbein.edu); FAX to 614-823-1511; or mail to Otterbein University, Human Resources, 1 South Grove Street Westerville, OH 43081.

**SUMMARY:** Responsible for coordinating administrative functions of the residence life office in addition to serving as a Hall Director to approximately 250 students.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Administrative Responsibilities: (15) hours per week)

- Interpret housing information and be able to answer questions in person, via email and on the phone;
- Meet and/or communicate with students and/or parents regarding room changes, roommate issues and general housing, meal plan and damage billing issues;
- Maintain confidentiality and be sensitive to student and/or parent needs and concerns.
- Assist with all housing selection processes; participate in apartment and residence hall room selection events;
- Collect and process new and returning student housing information forms; follow-up with students regarding residency requirements of the University; maintain address information for all full-time undergraduate students.
- Assist with administration of break housing, room consolidation, opening, closing and early arrival housing processes;
- Process room assignments and changes;
- Update marketing materials for housing and residence life;
- Compile housing reports and GPA reports for the Vice President for Student Affairs and Dean of Students;
- Maintain and update all housing, meal and damage billing information contained within the student information system (Banner);
- Maintain and update all student campus, local and emergency contact addresses and phone numbers within the student information system (Banner);
- Maintain accurate housing rosters and generate reports through Argos;
- Update student information when a student withdraws or changes housing; finalize room and meal plan bills for withdrawn students;
- Review and approve weekly dining services bills for Vice President for Student Affairs and Dean of Students;
- Maintain all residence hall access and meal plan information on appropriate systems. Ensure correct access is given to residents, Staff in Residence, RAs, and ADRLs.
- Collect and maintain student housing information forms, housing contracts, damage memos and room inventory forms in student files;
- Assist with answering the Student Affairs Office phones and any other support staff functions and responsibilities in the office as needed.
- Provide administrative support as needed to Assistant Directors of Residence Life;

Hall Director Responsibilities: (25) hours per week)

- Select, train, supervise and evaluate residence hall paraprofessional staff.
- Develop community with hall residents and support those who experience personal, social, emotional, physical and academic concerns through educational programming and/or referrals.
- Serve as an advocate for diverse student populations.
- Address student behavior including reporting violations of the student code of conduct, interpreting the student code of conduct and serving as a judicial hearing officer.
- Support retention efforts by planning educational programming, meeting individually with at risk students, and training paraprofessional staff to address retention concerns
- Manage all administrative responsibilities of the residence halls including opening and closing of the buildings, key management and monitoring cleanliness and maintenance of the facilities.
- Manage a programming budget including petty cash account.
- Participate in an on-call rotation.

- Participate in the Otterbein campus community through campus committees; maintain open lines of communication with all members of the community and serve the developmental needs of students.
- Perform other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:** Residence hall paraprofessional staff and work study students as assigned.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** Bachelor's degree required, Master's preferred, experience in residence life, educational programming, supervision or advising.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Valid driver's license and willingness to become a university certified driver

**LANGUAGE SKILLS:** Must demonstrate competency in verbal and written English skills including grammar. Ability to understand and work with all nationalities

**MATHEMATICAL SKILLS:** Basic business math and ability to use Excel and calculator.

**TECHNICAL SKILLS:** Must possess excellent organizational and computer skills including Microsoft Word and Excel. Knowledge of Microsoft Access, Banner, Argos or other database programs is highly desirable. Knowledge of general office procedures. Must take pride in and be thorough in quality of work produced; must be able to use general office equipment including office PC, copier, telephone, facsimile machine, etc.

**REASONING ABILITY:** Must have strong interpersonal skills. Must possess excellent attention to details; must be a team player and interact collegially with co-workers and other constituencies.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to talk or hear, sit, reach and use repetitive motions of hands and wrists. The employee is occasionally required to stand, walk up four flights of stairs, reach above one's head and below one's knees, stoop or bend. The employee must occasionally lift and/or carry up to 20 pounds and occasionally push and/or pull up to 20 pounds. This position requires close vision. Must be able to meet regular and predictable attendance standards.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Duties are performed in an environmentally controlled office setting and residence halls.

Must live in furnished apartment on campus provide by the University.

*This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.*

Otterbein University is committed to providing a welcoming environment free from unlawful discrimination. To this end, the University prohibits any form of discrimination against any person on the basis of race, color, sex, gender, pregnancy, religion, creed, marital status, partnership status, age, sexual orientation, gender identity, gender expression, national origin, disability, military status, or any other legally protected status in its programs and activities. However, the University's commitment to a nondiscriminatory environment is not intended to abridge unduly its commitment to academic freedom, free speech, or its educational mission.

Inquiries or complaints regarding any form of discrimination or harassment may be directed to:

Scott Fitzgerald  
Director of Human Resources  
[614.823.1130](tel:614.823.1130)  
[sfitzgerald@otterbein.edu](mailto:sfitzgerald@otterbein.edu)

