Saint Michael's College
Job Description

Job Title: Assistant Director of Residence Life/Ambassador Program Coordinator

Department: Student Life

Supervisor or Manager: Director of Residence Life/Assistant Dean of Students

Date Created: 7/21/2005           Last Revised: 7/21/2005           FLSA Status: E

Approved by (print name): ________________________     Signature: ________________________

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives of the Position:
Assistant Director of Residence Life objectives:
- Overall leadership, direction, administration and operation is provided for all residential student living areas
- Programs and initiatives to enhance student communities are developed and implemented
- Departmental expenses are managed to stay within budget
- A professional presence, in residence and across campus, is maintained at all times
- “On call” duty is rotated with other Assistant Directors for various needs of students and community 365 days a year
- A resource and referral agent, as well as advocacy on behalf of students in the campus community is provided
- The mission and a better understanding of Residence Life is promoted
- The judicial process for all students is administered
- Important campus resources such as Health Services, Student Resource Center, Safety and Security, Facilities and Academic Affairs are utilized by Student Life

Ambassador Program Coordinator objectives:
- All International Student housing and related housing concerns (for 70-100 students) are coordinated
- Conflicts, cultural and otherwise, are mediated and new International Student Orientation is organized
- Advocacy for international students, and a campus resource, regarding all campus services and academics is provided
- All Ambassador Program functions are coordinated for Ambassador Program students and others across campus
- The Theme House Program is coordinated including selection, participation and all needed support
- The Staff Assistant Program is coordinated including hiring, training, scheduling and timesheets for 60+ students

Essential Duties and Responsibilities:
Assistant Director of Residence Life:
- Assists with the process of room selection
- Manages the hiring, supervision, training and development of residential professional/paraprofessional staff
- Develops and implements programs and initiatives to enhance student communities
- Chairs departmental committees, serves on campus-wide committees and works on special projects
- Participates in “on call” duty rotation to respond to crisis situations, uphold all rules and regulations of campus, and maintain safety of students and community 365 days a year
- Serves as an advocate, as well as a resource and referral agent for students
- Promotes a better understanding of Residence Life among students, campus offices, faculty and off campus agencies
- Continually evaluates staff and program performance
- Works collaboratively with the School of International Studies on all international student needs

Ambassador Program Coordinator:
- Coordinates all Ambassador Program functions including, but not limited to, all educational and social programming for Ambassador Program students and others on campus
- Organizes the Theme House Program including selection, participation and all needed support for 100+ students and approximately 10 faculty and staff advisors

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Manages the Staff Assistant Program including hiring, training, scheduling and timesheet processing of 80+ students
Coordinates all international student housing and all related housing concerns (70-100 students)

Secondary Responsibilities:
Provides assistance to staff regarding software problems and questions
Actively participates, assists or advises a College activity or club
Uses the Ambassador Program office for student activities (language partners, study area, International Club etc.)

Positions Supervised:
Graduate Resident Directors (1-3)
Graduate Resident Directors staff (9)
Resident Assistants/Apartment Community Advisors (7-25)
Resident Assistant/ Apartment Community Advisor staff (manage 75)
Student Staff Assistants (manage 80)
Work-study students (4)
Theme House student groups (9)

Position’s Major Contacts:
Vice President of Student Affairs/Dean of Students
Assistant Dean of Students/Director of Residence Life
Assistant Dean of Students/Director of New Student Programs
Assistant Dean of Students/Director of Student Activities
Assistant Dean of Students/Director of Multicultural Affairs
Assistant Director of Residence Life/Sophomore Development Coordinator
Assistant Director of Residence Life/Judicial Coordinator
Assistant Director of Residence Life/Alcohol Education and Programs
Housing Coordinator
Resident Directors (9)
Resident Assistants/Apartment Community Advisors
Students and their parents
Administrative Assistant for Student Life
School of International Studies
Student Health Services
Student Resource Center
Safety and Security
Facilities
Academic Affairs
Local colleges and universities, law enforcement officers, hospital staff, correctional center staff, and ACT I staff

Demonstrates Excellence in this Position:
Displays thorough knowledge of college student development theory and familiarity with the operation of a student affairs division at a college or university, specifically the housing/residence life program
Possesses excellent organization skills on a personal and professional level
Quickly adapts and reacts appropriately to unforeseen issues such as, but not limited to, medical/mental health concerns, physical altercations, sexual assaults, situations resulting from alcohol/other drug use/abuse, etc.
Communicates skillfully in many forms including face-to-face contact, by phone and electronically, comfortable at all times with the constant communication of this position
Connects well with students in many different settings outside of the classroom
Maintains connection with international student concerns and has the ability to be culturally sensitive and open-minded

Education and Work Experience Required:
Advanced degree in College Student Development/Higher Education Administration/Counseling or equivalent combination of education and experience
Previous position as a Residence Director, or equivalent experience, required
Demonstrated ability to supervise and communicate effectively
Analytic Skills Required:
- The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response.

Language and Literacy Skills Required:
- Reads and interprets a wide range of information. May interpret documents to others. Regularly writes reports and correspondence. Able to shift writing style as needed for different audiences. Regularly explains policies, listens to questions, responds, and problem solves. Speaks to individuals and small groups effectively.

Computer/Technology Skills Required:

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Licenses, Certifications and Other Requirements:
- None required

Physical Demands:
Work is often performed in a typical office environment requiring:
- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk

While performing the duties of Assistant Director of Residence Life/Ambassador Program Coordinator, occasionally the employee is required to lift and/or move up to 10 pounds.

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 a disability to perform the essential functions.

Additional Requirements for the Job:
- Expected to live on campus and eat in the cafeteria several times a week
- Capacity to maintain a regular presence on campus and campus activities above and beyond the 9am-5pm workday
- Availability to attend training before beginning job, as well as participate in ongoing staff development and training throughout the year
- Ability to accommodate regular hours, including various times of the night and weekends

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.