

TITLE: Assistant Director, Residence and Community Life; Operations and Success  
SUPERVISOR: Director of Residence & Community Life  
GROUP: Student Life

## FUNCTION

The Assistant Director for Operations and Success is an innovative, Mission-focused educator who understands college student development, engagement, and academic success. Under the supervision of the Director of Residence and Community Life and with the residence life team plans, organizes and coordinates all student and staff room, hall, and commuter assignment and management processes and systems to complement a comprehensive residential and community life experience for every student, along with managing the administrative responsibilities of conduct issues serving as the deputy discipline officer.

## ESSENTIAL RESPONSIBILITIES - Housing

- 1) Manages residential student room requests and commuter petitions, roommate pairings, room and hall assignments, including initial room requests, roommate pairings, assignment processes, communications, change requests, petitions and accommodations, and organized and systematic move-in and move-out processes during semester and summer hall openings and closings.
  - a) With residence directors manages matching and placing students in rooms, floors, and halls or commuter decisions to maximize the safe, inclusive faith, living, and learning value of life together as residents or commuters.
  - b) With residence life staff, manages commuter student petitions and verification processes, renewals and changes.
- 2) Maintains student residence and commuter information system data and directory information and produces projective and review data and reports to guide residence and commuter experience, decision-making, compliance and census expectations.
- 3) With Physical Plant, Center for Technology Services, Gordon Police organizes and coordinates:
  - a) residence hall access for staff and students including physical key stock, assignment and recovery, ID Card access privileges, safety and security accommodations, and cost recovery and fine administrations for hall or Student Life related charges
  - b) residence hall and room conditions, inventories, reports and summaries with proactive focus on proactively coordinating remediations, repairs, and renewal with senior staff on behalf of a positive student experience
  - c) workorder processes for clear and timely communication between service providers, hall staff, and senior staff, and so that hall staff can support their students
- 4) With Student Financial Services, Registrar, and Admissions coordinates a comprehensive, student-centered focus on helping students access and be welcomed into the rooming assignment process starting at visit days, deposit point, summer and spring onboarding, arrival, and move in, in-semester transitions, and end of term move-outs.
  - a) With Student Financial Services organizes and submits timely billing updates, charges, and changes for student accounts.

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- 5) With Conferencing and Guest Services coordinates summer and college break student housing processes and systems, including room assignments, move-in/move-outs, and resident billing and other charges. Option to serve as the Summer Residence Director with the selected Residence Advisor staff, with additional compensation. Option to serve as the covering College Break on-call Residence Director with additional compensation.
- 6) Foster relationships across Student Life by serving on committees and supporting initiatives that serve the campus community. Campus committee, working group, or Student Life representation at visit days or events will be at the discretion of the Dean/Associate Dean
- 7) Perform other College or Student Life Mission related duties as assigned by the supervisor, Chief Student Affairs Officer or their designee.

#### ESSENTIAL RESPONSIBILITIES – Care and Conduct (Disciplinary Cases)

- 8) In coordination with the Director of Residence and Community Life, serves as the lead conduct officer, coordinating conduct and related care responses for all student-related incidents at the College as described in the Student Handbook and internal procedures.
  - a) Receives and responds to emerging or documented concerns, complaints, incidents and coordinates student life, athletics, human resources and/or academic division response in a timely manner through to resolution.
  - b) Administrates all student life case management system responses and records and monitors and reports on resolutions, trends, policy and procedure implications.
  - c) Leads prompt and highly responsive redemptive and restorative discipline and care responses for those involved in incidents and situations in partnership with the Director of Residence and Community Life and the Assistant Director of Residence Life; Campus Awareness. Response and Education.

#### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

To fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Master's degree in higher education, counseling, student development or related field, or combination of Bachelor's degree and relevant experience in areas of work applicable to this role.
2. Exhibit and apply understanding of current evidence-based practices in student affairs and an awareness of emerging issues in higher education, including intercultural competency, retention and persistence, community building, and student learning.
3. Demonstrated experience in effectively organizing and managing people-focused solutions and services related to the work through effective use of information system and communication technologies.
4. Knowledge of appropriate methods and strategies to promote and sustain effective working relationships within a diverse and multicultural college learning community to achieve formational outcomes in Mission, faith, learning, and living.

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5. Excellent interpersonal and communication skills, both written and oral, and demonstrated ability to work collaboratively and effectively with students, faculty, staff, visitors, and the community

Position Code: RES-XX / HOUSING-CARECONDUCT

Grade : TBD

FLSA Status: Exempt

Hiring Range: \$58,000 - \$65,000 annually

In our Christ-centered [living and learning community at Gordon College](#), faculty and staff affirm the [College's Statement of Faith](#) as an expression of their own theological convictions, and agree to work within Gordon's community standards in order to model these commitments for our students' formation. Gordon College faculty and staff support the College's commitment to the [Shalom Statement](#), which includes our desire to treat all individuals as equal image-bearers of God through justice, equity, diversity, and inclusion.

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