UNIVERSITY OF SOUTHERN CALIFORNIA
Residential Area Supervisor II
Job Code: 137677

Grade: 00
OT Eligible: No
Comp Approval: 2/25/2016

JOB SUMMARY:
Serves as a residential area supervisor with responsibility for counseling and participation in administering and servicing of the Residential Education program operations for multiple residence halls/apartments for an area that houses a medium size resident population. Assists in implementing the residential master plan for assigned area. Supervises lower level residential area supervisors responsible for areas that house a small size resident population. Has responsibility for indirectly supervising student workers and/or graduate advisors. Works collaboratively with Housing Services and other offices and assumes system-wide responsibilities as assigned. This position may or may not live in a residential hall or apartment.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

--------  --------  Oversees the programming within the assigned area including coordinating with resident faculty and non-faculty mentors, setting goals, developing and implementing area-wide programs, supporting building and area student government, and training area staff and students on program development. Participates and assists with all residential faculty programming. Works with Residential Education staff to assess needs, analyze data, develop and implement programs, activities and events.

--------  --------  Works with management to develop long-range and short-range actions to implement department strategic plan, department and unit goals and department community plan.

--------  --------  Assists in development of an academic residential community. Evaluates and implements changes in a wide variety of developmental programs. Promotes safety and security awareness in assigned hall(s) through educational programming. Maintains close contact with residents. Mediates student conflicts. Encourages and develops student leadership skills. Assists in planning and execution of student activities, programs and events.

--------  --------  Leads others in the planning and delivery of services, activities and special events. Develops and conducts program-focused training and assesses proficiency or readiness of trainees.

--------  --------  Supervises the lower level residential area supervisors responsible for areas that house a small size resident population, graduate advisors and student workers, as assigned. Recruits, screens, hires and trains staff. Evaluate employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.

--------  --------  Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Monitors employee performance on a regular basis. Ensures timely completion of unit’s work.

--------  --------  Ensures residents are aware of the rules and responsibilities of the housing system. Handles individual or group misconduct personally or through the
appropriate student government committee or campus office.

Serves as referral agent to other departments such as the Student Judicial Affairs and Community Standards, Student Counseling Center, etc.

Counsels staff, students, and parents in crisis situations, psychological emergencies, medical emergencies, etc. Meets with live-in staff to understand issues in hall community, develops plan to deal with incidents and issues and supports staff with resolution.

Responds to all emergency and crisis calls and assists hall staff in managing situations. Coordinates, guides and assists in-residence students and staff responses to crisis situations. Meets with in-residence staff and students when needed to review incidents, counsel, advise, set behavioral standards, implement residence hall sanctions, or refer to Student Judicial Affairs and Community Standards. Reviews and analyzes all residence halls information reports related to policy violations in the residence halls and gives advice and instruction on follow-up to discipline cases. Informs leadership staff of emergencies or serious disruptions that may require intervention or follow-up. Notifies appropriate staff members regarding situations that impact resident halls and/or students in residence halls.

Serves as a University Hearing Officer in conjunction with Student Judicial Affairs and Community Standards (SJAC). Adjudicates violations of SCampus and housing contracts that occur in residence halls, including follow-up and intentional educational sanctioning.

Assists in developing behavioral standards appropriate to group living in an academic institution. Ensures proper administration and enforcement of Office for Residential Education and university policies and procedures. Interprets policies and procedures as needed. Walks floors of assigned building(s) weekly to assess environmental and safety conditions.

Gathers, analyzes and evaluates data from various sources and prepares written reports for management review. Submits status reports on program activities.

Provides input into budget planning and preparation for area. Oversees maintenance of a building/community budget including funds for programming, student workers, and office supplies. Ensures maintenance and accurate records and receipt processing for procurement card system.

Develops and administers departmental administrative systems related to organization and management, staff manuals and resources materials and administrative procedures, etc.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with university Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on university responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.
*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY**

Essential: ☐ Yes  ☐ No

In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Master’s degree

**Minimum Experience:**

3 years

**Minimum Field of Expertise:**

Experience advising a student organization and/or students regarding various student services. Requires theoretical understanding in the area of organizational behavior. Strong interpersonal and oral and written communication skills.

**Preferred Field of Expertise:**

Demonstrated experience in area of residential life. Experience with both residence halls and university apartment style living and familiarity with an urban setting.

**Skills:** Other:

Analysis
Assessment/evaluation
Budget control
Coaching
Communication -- written and oral skills
Conflict resolution
Counseling
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Networking
Organization
Public relations
Scheduling
Staff development
Supervisory skills
Teaching/training

**Skills: Machine/Equipment**

- Calculator
- Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises:  Level:
Supervises employees and/or student workers.

Supervises:  Nature of Work:
Administrative
Professional/Paraprofessional

Comments:
Time requirements of this position are unusual and demanding.

SIGNATURES:
Employee: _______________________________ Date: _______________________________
Supervisor: _______________________________ Date: _______________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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