

## **Director of the Office of Residence Life and Housing**

### **Job description:**

In accordance with the mission of Hampton University, the Director of the Office of Residence Life and Housing (ORLH) will provide visionary leadership that cultivates an educational, student centered living – learning community that attracts and retains students. The Director will provide leadership in planning, establishing, and operating the housing program for all students living on campus. The Director will oversee all ORLH staff and educational programming and coordinate all administrative operations of residence life. The Director will manage and confirm all room assignments and insure that billings are completed and submitted to Student Accounts for distribution to students. The Housing Program is administered through the HU Housing Portal, and is a fully integrated, on-line housing selection and booking system.

The Director develops and administers policies, procedures, and programs designed to ensure student safety and well-being and enhance student persistence and success. Through the collaboration with multiple departments, the Director, along with the residential team, will provide a supportive and safe living-learning environment within the residence halls by creating and maintaining a positive community that is conducive to student success and supports the mission of the university.

### **Job Duties:**

1. Plan, develop and coordinate the residence life program, which is designed to engage students and stakeholders in the on-campus living-learning community.
2. Provide leadership and supervision for all personnel in the department
3. Supervise the day to day operations
4. Provide direction and support for staff development, including recruitment, selection, training, supervision, and on-going staff development for student responsiveness, quality service, and effective communication
5. Excellent oral and written communication skills.
6. Working knowledge and experience working in Windows.
7. Ability and experience working in leading-edge technology for housing especially with StarRez Housing Program.
8. Ability to effectively use technology as it relates to social media.
9. Knowledge of and ability to understand complex student development theories and their suitability for application to student conduct, restorative justice and guidance functions
10. Supervise work, leave and special schedules for office professional staff, and provides team leadership in all projects, duties, and tasks assigned.
11. Interpret, enforce, and systematically review policies and procedures necessary to provide a safe and secure living environment on campus. Train other residence life staff, as needed, to hear and adjudicate student housing contract violations
12. Promote and encourage students in responsible self-direction and ethical behaviors
  
13. Advise student groups, and serve on various standing committees including: Food Services Council, Residence Life Maintenance Committee, Student Affairs Council, New Student Orientation Committee, Behavioral Assessment Team, Traffic Appeals Committee
14. Provide team leadership for special projects and assists with University wide activities such as registration, formal academic occasions, conference utilization of residential facilities and other task as directed by the Dean of Students and Vice President of Administrative Services
15. Serve as a member of the Student Development Leadership Team (SDLT)
16. Serve on adhoc committees as directed
17. On call
18. Serve on all administrative hearing panels and delegated panels
19. Provide ongoing training and advising of the RA Association
20. Coordinate staff training, inspection actions, inspection reports, coordinate with HUPD
21. Provide initial emergency response including students in crisis, student behavioral issues, student wellness, and general student safety within the residence halls
22. Oversee residential social and educational programs
23. Coordinate annual Office of Residence Life and Housing programming assessment and reporting for the campus

24. Maintain data for reporting purposes and record keeping. Ensure compliance with all relevant policies, procedures, standards, and laws
25. Other duties as assigned

**Qualifications:**

- Strong administrative and problem-solving skills
- Strong interpersonal skills
- Demonstrate skills in managing crises
- Experience with a diverse population of college students is important
- Ability to be an innovative leader
- Ability to incorporate best practices into the organizational culture
- Policy development skills
- Knowledge of student development theory and student leadership development
- Ability to lead, motivate, direct, and communicate with all levels of employees, both internal and external
- Ability to recruit, train and support a large and diverse staff
- Ability to develop and manage living-learning programs
- Working knowledge or experience working in Windows environments (required).
- Working knowledge or experience working in StarRez Housing applications (not required; will train)
- Experience with SCT Banner applications.

**Requirements:**

- Master of Arts Degree, preferably in Counseling with an emphasis on college student development or related field;
- Minimum of three to five (3-5) years of professional experience in a college or university housing and residential life setting
- Demonstrated ability to plan, direct, and evaluate a complex operation, manage staff, and other resources for the accomplishment of long-term and short-term goals of the department and University.
  
- Experience with supervising staff, student conduct issues, crisis response and management, living learning communities, educational programming, working with faculty, and working with a diverse population.
- Strong understanding of the data management and the ability to analyze data to yield relevant and timely information for tactical and strategic purposes
- Strong leadership, organization and communication skills.

**How to Apply**

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Please submit a cover letter, resume, and a completed Application for Educational Support Staff Employment either via email at [HROFFICE@hamptonu.edu](mailto:HROFFICE@hamptonu.edu) or fax to (757) 727-5969:

Office of Human Resources  
Hampton University  
Hampton, VA 23668

*\*\*No phone calls*

*\*\*Incomplete applications will not be considered*

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**Forms:**

Visit [Human Resources – Hampton University Human Resources](#) to retrieve the educational support staff employment application and other supplemental application materials.