

DAWSON COMMUNITY COLLEGE
POSITION DESCRIPTION

TITLE: Director of Housing Operations & Community Engagement **DEPARTMENT:** Student Affairs
DATE: February, 2024 **FLSA STATUS:** Exempt, Full-Time
SUPERVISION RECEIVED: Dean of Student Success **SUPERVISION EXERCISED:** Asst. Director of Housing Operations & Student Conduct; Work Study Students; Resident Assistants

POSITION NUMBER: S99979 **SALARY RANGE:** Starting \$42,500
**** WAGES COMMENSURATE WITH EDUCATION & EXPERIENCE ****

SUMMARY OF WORK:

At Dawson Community College, we are committed to a whole-student experience and are looking for an energetic person to join our team as the Director of Housing Operations and Community Engagement. In this position, your job is to make DCC a home away from home for resident students, and to foster an engaging student life experience for the whole student body while providing a safe, secure, and fun environment. If you want to have a positive impact on the success of our students, then this job is for you!

Reporting to the Dean of Student Success, the Director is responsible for overseeing student housing and a student-focused residential and campus wide student life program. This position has immediate supervision of Resident Assistants, and work-study students.

The Director is tasked with creating a welcoming and a safe residential experience for students living on campus. This includes supervising and maintaining student housing; training and supervising Resident Assistants (RAs); developing & entering the standards of the Housing Handbook and Student Code of Conduct; engaging conflict mediation skills; and knowledge of mental health referrals. The Director also assists in compiling data for all Clery/Title IX/VAWA and related Federal Guidelines that fall under Residence Life, Student Affairs, and in the creation of the Annual Campus Security and Fire Safety Report. The Director, together with RAs, provides 24/7 assistance in all housing facilities for safety or security concerns, coordinates with local law enforcement and fire department, and addresses any violations of the student housing handbook.

A furnished, two bedroom apartment located within the residence complex will be provided, including all utilities, Internet, cable TV and local phone. Food service and a cell phone are also included. The Director will design and implement engaging co-curricular engagement activities focused on building leadership capacity and a vibrant, inclusive student body. Through the development and enforcement of clear and transparent policies and strategies, the Director evaluates and establishes programs and events, recommends and implements changes and administers policy development. Further, the Director maintains a visible professional presence on campus and is actively engaged in the creation and support of several large scale campus-wide events; serves as a role model and facilitator to student leaders; implements co-curricular leadership; promotes student and organizational excellence; and advocates on behalf of student leaders and organizations. This position is charged with being a programmatic liaison to the Dean of Student Success for areas, including but not limited to, intramurals, student life programming, athletic department, student clubs and other student engagement programs including the First Year Experience. Will also provide academic progress monitoring and assistance as needed during high need times such as summer, midterms, semester breaks, and registration. Coordinates health and wellness events with the support and guidance of Healthy Colleges Montana.

The responsibilities of the position require the person to be available for varied hours; office hours and some days on-call 24/7.

EMPLOYMENT WITH DAWSON COMMUNITY COLLEGE:

Employees at Dawson Community College are required to demonstrate kindness, respect, integrity, and professionalism for others. We adhere to the highest ethical standards in the fulfillment of our jobs, to honor the College. Employees at DCC hold themselves and each other to a higher threshold of respect and practice respect for the people with whom we work and serve. Respect creates an atmosphere conducive to diversity, equity, inclusivity, and learning.

Professionalism at Dawson Community College includes being mindful of our actions when working with students, colleagues, co-workers, and our community members. Respect for those with whom we share the common purpose of serving students is a paramount value. Professionalism and respect for others are an expected part of all Dawson Community College job performance evaluations.

Employees at Dawson Community College support and promote a positive image of Dawson Community College.

DUTIES AND RESPONSIBILITIES

Mentor/Supervise

- Supervise and evaluate housing safety and residence and student life personnel. Provide training and ongoing professional development.
- Support and mentor all students in housing complex.
- Oversee housing staff duty schedule to ensure active duty hours.
- Provide explanation, guidance and support of the housing program to interested students, parents, and staff.
- Develop and manage the yearly housing and student life budget and work within the housing budget.
- Develop, revise, and implement housing policies and assist with campus-wide policies.
- Propose and execute procedures and systems that improve resident satisfaction and retention.
- Serve as a liaison to Administrative Services, Enrollment Management, Accounting, and Facilities staff regarding resident management, strategic plan and goals, informational materials, etc.

Student and Residence Life

- Assist Enrollment Management to plan and implement New Student Orientation, Advanced Registration, Buccaneer Days and other events.
- Assist with oversight of Student Life department and events.
- Train and supervise student workers and facilitate meetings and events.
- Oversee the implementation of community initiatives in accordance with current research.
- Oversee the development of a community and educational environment that encourages student engagement and leadership, positive relationships, and student success.
- Oversee the implementation of community initiatives that address service learning, community service, personal and professional development and mental health.
- Provide leadership in the planning and implementation of campus wide student activities and events.
- Fill in to provide Academic Monitoring to students as needed.
- Coordinate Health & Wellness events to support students and their sense of individual wellness.

Housing Conduct

- Respond and process alleged policy violations as reported by staff, students, law enforcement, or community members.
- Maintain and follow-up with all housing related Incident Reports
- Enforce residence code of conduct, issue appropriate sanctions and follow-up on assigned sanctions
- Collaborate with the Assistant Director of Housing Operations and Student Conduct
- Review, revise and implement residence conduct procedures and appeal process as necessary
- Maintain detailed records.

Housing Operations

- Coordinate and process housing applications and placement process.
- Design housing application timeliness and process
- Coordinate all move-in and move-out on a rotating basis throughout the year.
- Coordinate the roommate matching and placement process.

- Manage summer residence programs and summer housing.
- Assess charges for differences in room condition between arrival and departure of a resident.
- Coordinate with Facilities for maintenance of housing and keep Facilities informed of occupied apartments.
- Coordinate yearly deep cleaning of housing apartments.

Student Responsibility and Safety

- Oversee the daily operation of all residential apartments ensuring a healthy, safe, and fun environment.
- Respond to emergency situations and assist in resolving resident concerns and needs.
- Serve as a liaison with all DCC service areas and local law enforcement, mental health services and emergency personnel. Report all emergency incidents within 24 hours.
- Share responsibility in maintaining health, fire, and safety standards across campus.
- Lead and coordinate the 24/7 on-call duty rotation, including holidays and school closures, along with other residence/student life staff.
- Fulfill the obligations of a Campus Security Authority (CSA) as defined by the Clery Act. (A Campus Security Authority (CSA) is an individual, who by virtue of their college responsibilities and under the [Clery Act](#), may receive and is required to report any criminal incidents brought to their attention to the Dean of Student Success so that they may be included and published in the college's Annual Security Report. CSA's are required to complete training on appropriately handling reporting crimes, victim relations and support, and related school policies.)

PERFORMANCE STANDARDS

DCC values professionalism in its employees. The following attributes and behaviors are identified as examples of what is expected of an employee:

CORE COMPETENCIES

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal effectively with frequent change, delays, or unexpected events.
- Adheres to and maintains strict confidentiality with all fiscal, human and labor relation information.
- Attendance - Is consistently at work and on time.
- Business Acumen - Understands basic business practices.
- Change Management - Communicates changes effectively.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- Initiative - Seeks increased responsibilities; Takes independent action.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Managing People - Includes staff planning, decision-making, facilitating and process improvement; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Improves processes, product and services.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

- Quantity - Meets productivity Standards; Completes work in timely manner; Strives to increase productivity; Works effectively.
- Safety and Security - Observes safety and security procedures; Uses equipment and materials properly.
- Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.
- Inclusion – Provides an environment that is inclusive of all students and supports underrepresented students.
- Assessment – Assesses annual performance and works closely with the enrollment management team.

PHYSICAL REQUIREMENTS

- Occasional lifting of objects up to 20 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a standard office environment; some outside work during events and activities, and when addressing the needs or disruptions in the community of the residence complex.

EDUCATION & EXPERIENCE

Minimum Qualifications: Applicants must demonstrate the ability to perform the essential functions of the job as outlined in the position description. A combination of education and experience that provides the required knowledge and abilities is qualifying. Qualified applicants should have or be able to prove the following:

- Bachelor's degree required or an Associate Degree with relevant experience.
- At least two years previous progressive experience with some combination of the following: residence life management, student life/activities development, managing large-scale campus events, housing complex management, project management, or other a combination of other related experience.
- The ability to learn and apply current and emerging principles within Student Affairs and Housing & Residential Education.
- Ability to remain organized in a high energy and fast paced department.
- Knowledge of sound fiscal and ethical budgetary practices.
- Possess a student-centered philosophy and approach to work.
- Display an understanding of enrollment management basics, including strategic planning and research.
- Experience living on campus at a college while serving in a leadership role within the living community.
- Willingness to live on-campus and work a dynamic schedule to respond to student needs.

Preferred Qualifications

- Master's degree in higher education administration, Student Personnel/Student Affairs Administration, Counseling or a related field.
- Experience as a Resident Assistant
- Experience working on campus as a professional staff member
- Demonstrated experience working with a diverse student population and engaging students and staff on issues of diversity.
- Demonstrated record of successful administrative leadership and experience in supervision of support staff, administration, organization, and planning
- Demonstrated experience with student conduct, crisis intervention, and emergency response.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the employee.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

COMPLETED APPLICATION PACKET MUST INCLUDE:

- Completed Dawson Community College application
- Current resume
- Cover Letter
- Copies of college transcripts (original transcripts required, if hired)
- Three professional references (names, email addresses, and phone numbers).

INQUIRIES MAY BE DIRECTED TO:

Human Resources Department

hr@dawson.edu

406-377-9430

This institution is an equal opportunity provider.

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It provides guidelines for job expectations and the employee's ability to perform the position described. It is not an exhaustive list of all functions, responsibilities, skills and abilities. Supervisors may assign additional functions and requirements. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Qualified protected class individuals are encouraged to apply. Dawson Community College must comply with the Immigration Reform and Control Act of 1986. If hired, you will be required to provide documents to show your identity and authorization to work.

Nondiscrimination Policy: Dawson Community College does not discriminate on the basis of creed, race, religion, gender, national origin, age, disability, veteran status, genetic information, pregnancy status, marital status, gender identity or expression, or sexual orientation with respect to access, employment, programs, or services. Employees who engage in such unlawful discrimination will be subject to disciplinary action up to and including discharge.

The College is in compliance with Executive Order 11246; Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972; Title IX regulation Implementing Educational Amendments of 1972; Section 504, Rehabilitation Act of 1973; the Americans with Disabilities Act of 1990; the 1991 Civil Rights Act; the Age Discrimination in Employment Act of 1967, as amended; the Vietnam Era Veterans' Readjustment Assistance Act of 1974; Title 49, the Montana Human Rights Act; and all other federal, state, and college rules, laws, regulations and policies.

Inquiries or complaints concerning any of these matters for students should be brought to the attention of:

Josh Engle, Title IX Coordinator. Telephone: (406) 377-9491. Email: jengle@dawson.edu. Mailing Address: 300 College Drive, Glendive, MT 59330

Virginia Boysun, Registrar, Veteran's Coordinator. Telephone: (406) 377-9404. Email: vboysun@dawson.edu. Mailing address: 300 College Drive, Glendive, MT 59330.

Matt Hull, Dean of Academic Affairs, ADA Coordinator. Telephone: (406) 377-9434. Email: mhull@dawson.edu Mailing address: 300 College Drive, Glendive, MT 59330.

DCC's Annual Security Report and Fire Safety Report provides info about reporting crime, crime statistics, crime prevention, alcohol and drug policies, fire statistics, etc., is available at <https://www.dawson.edu/about/campus-security.html/title/annual-campus-security-and-fire-safety-report>. You may request a paper copy through the President's Office at (406)377-9401.

REVIEWED BY (SUPERVISOR SIGNATURE) _____

DATE: _____

REVIEWED BY (EMPLOYEE SIGNATURE): _____

DATE: _____