UNIVERSITY OF SOUTHERN CALIFORNIA  
Residential Area Senior Supervisor  
Job Code: 137681  

Grade: 00  
OT Eligible: No  
Comp Approval: 3/21/2014  

JOB SUMMARY: 
Serves as a residential area supervisor with responsibility for counseling and participation in administering and servicing the Residential Education program operations for multiple residence halls/apartments for an area that houses a fairly large 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 medium size resident population. Has responsibility for indirectly supervising other lower level residential area supervisors, graduate advisors and student workers. Works collaboratively with Housing Services and other offices and assumes system-wide responsibilities as assigned. This position does not require living in a residential hall or apartment.

JOB ACCOUNTABILITIES:  

*E/M/NA % TIME  

Serves as a residential area supervisor with responsibility for advisement and participation in administering and servicing of the Residential Education program for multiple residence halls/apartments for an area that houses a fairly large size resident population. Coordinates with resident faculty and non-faculty mentors, sets goals, develops and implements area-wide programs, supporting building and area student government, and trains area staff and students on program development. Facilitates and implements a comprehensive residential faculty, and faculty/student programs to enhance meaningful contact between residents and faculty. Assists Residential Education staff assess needs, analyze data, develop and implement programs, activities and events.

Serves on senior management team of Residential Education and contributes to long range organizational efforts. Develops long and short-term plans for programs, services, activities and events to meet changing needs of resident populations. Provides leadership and develops strategic initiatives for assigned area in concert with Residential Education strategic plan.

Oversees and annually reassesses the residential college programs in respective area. Enhances and supports faculty involvement in respective area. Facilitates establishment of programs/activities to meet needs of all community members based on sound theory of human and student development. Assesses resident needs and evaluates effectiveness of co-curricular programs/services. Implements changes in a wide variety of developmental programs. Maintains close contact with residents. Encourages and develops student leadership skills.

Provides direction to 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. Plans for additional staffing and training for additional buildings.

Supervises lower level residential area supervisors responsible for areas that house a medium size resident population, student workers and/or graduate advisors, as assigned. Recruits, screens, hires and trains staff. Evaluates 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.

Plans, designs and produces a series of workshops and on-line modules for residential students to augment the academic environment in the residence halls.

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.

Collaborates and provides support and guidance for Residential Student Government, student government arm of residence halls. Advises group on risk management/liability concerns.

Counsels staff, students, and parents in crisis situations, psychological emergencies, medical emergencies, etc., as needed. Meets with staff to review areas activities, programs and student behavioral concerns, etc. Assists staff with development of plans to deal with incidents and issues and supports staff with resolutions including referral needs, conflict mediation, crisis intervention and appropriate follow-up. Works closely with senior management and Student Judicial Affairs and Community Standards staff to resolve student conduct, as necessary. Liaises with various campus offices to handle student incidents.

Oversees consistent investigation and recording of resident behavioral incidents which warrant disciplinary and/or counseling review. Guides case management process of high level policy violations collaborating with campus agencies as needed. Provides direction on responses and continues follow-up to resident crisis intervention and mental health cases. Collaborates with parents/guardians. Responds to appeals by students, parents, and campus agencies.

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.

Establishes policies and practices for safety and community living in all residential area communities. Sets program standards for various sub-communities (e.g., freshmen, international students, transfers, etc.). Ensures proper administration and enforcement of Office for Residential Education and university policies and procedures. Interprets policies and procedures as needed.

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 administration 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.

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 REPSONSE/RECOVERY:

Essential: ☐ No  ☑ Yes  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:

4 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. Supervisorial experience.

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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