

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following 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.

Title: RESIDENCE COORDINATOR, RESIDENCE LIFE & DINING SERVICES

Reports To: Designated Supervisor

UW Job Code: 3189

UW Job Family: 35 - Student Service Management Support

SOC Code: 39-9041

FLSA: Exempt

Pay Grade: 19

Date: 1-9-11 (revised 12-6-18)

JOB PURPOSE:

This is a live-in position that coordinates the operational, personnel, and program functions for designated areas within Residence Life & Dining Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinate the implementation and evaluation of academic, social and developmental programming support, ensuring participation and coordination with academic and student services support when appropriate.
- Coordinate work schedules of support staff; provide 24-hour office operations and coverage; oversee hall activities; prepare associated reports for designated areas.
- Provide support to residents and resolve personal or interpersonal conflicts when necessary. Provide and coordinate counseling to students and/or family; confer with and refer students, and/or family, or student groups to other appropriate University, community or state facilities, as necessary.
- Provide advice to students and/or family, or student government groups; maintain records of funds and attend meetings; attend assigned programs and functions.
- Respond to emergency calls from residents; follow emergency procedures; determine if further follow-up is necessary. Train or provide training to support staff on safety and emergency procedures.
- Assist campus police with disciplinary problems with residents, as necessary.
- Hold meetings with residents to address student behavioral issues and adjudicate student contact meetings.
- Ensure proper levels of custodial, grounds and facility maintenance; provide mail and referral services. Select, train, supervise and evaluate resident assistants, graduate-level assistant hall directors and desk assistants.

- Actively promote the University and the department and support retention and recruitment efforts, providing leadership within specified locations. Support and enforce University policies and regulations and provide interpretation to students and/or families.

SUPPLEMENTAL FUNCTIONS:

- Assist in coordinating vending and laundry concessions.
- Process financial, maintenance and roster records.
- Other duties as assigned.

COMPETENCIES:

- Analysis/Problem Identification
- Conflict Management
- Influence
- Sensitivity
- Service Orientation
- Work Prioritization & Management
- Work Standards

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree in related field**

Experience: **At least 2 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Comparable-sized housing project operations.
- Human resources concepts, practices, policies and procedures.
- University policies and regulations involving students and departments.
- Work schedule and workforce coordination and supervision.
- Office policies, practices and procedures.
- Coordination tactics and practices with department and University personnel.
- Emergency response policies and procedures.
- Data compilation, manipulation and reporting.
- Effective counseling techniques and procedures.
- University services and referral processes.
- Training techniques and applications.
- Resident safety and security regulations, policies, procedures and practices.
- Accounts receivable procedures and practices.
- Payroll policies and procedures.
- Student recruitment and retention issues.

Skills and Abilities to:

- Provide appropriate advice or counsel applicable to University, state, federal, or local regulations.
- Communicate effectively, both orally and in writing.
- Manage and supervise staff and students effectively.
- Train others and provide project leadership.
- Make administrative/procedural decisions and judgments.
- Organize, prioritize, and schedule work assignments.
- Manage property.
- Organize resources and establish priorities.
- Foster a cooperative work environment.
- Provide employee development and performance management skills.
- Resolve customer complaints and concerns.
- Design and implement opinion surveys and other information-gathering tools.
- Work effectively with a wide range of constituencies in a diverse community.
- Investigate and analyze information and draw conclusions.

WORKING CONDITIONS:

Housing/office environment; regular noise exposure; occasionally subject to fire hazards or temperature changes; some exposure to dangerous situations from domestic, suicidal, or other resident disturbances.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.