

Southeast Technical Institute

Sioux Falls School District 49-5

JOB DESCRIPTION

Housing and Retention Coordinator

Division/Department/Program:	Student Housing and Student Success	Job Status:	Full-time
FLSA Status:	Exempt	Reports To:	Director of Housing, Executive Director of Student Affairs and Institutional Effectiveness
Grade/Level:	Southeast Technical Institute, Employment Contract Group Salary Schedule; 12 Month; Level E	Amount of Travel Required:	None
Work Schedule:	Day Hours: M-F, morning hours in Student Success Center. Evening and overnight hours in student housing (weekdays, weekends and holidays as assigned).	Positions Supervised:	None
Prepared By Title or Dept:	Executive Director of Student Affairs and Institutional Effectiveness	Approved By Title or Dept:	Executive Director of Student Affairs and Institutional Effectiveness
Prepared By Date:	July 2018	Approved By Date:	July 2018

POSITION SUMMARY

Housing - This position assists the Director of Housing in the day-to-day operations of the Southeast Technical Institute student apartment complex, and supervises the housing facility in the absence of the Director of Housing. This person helps create and maintain a safe living environment for students by enforcing housing policies and responding to housing-related issues in a timely manner. This position in many cases is the first to respond to student concerns or issues, such as roommate concerns, facility concerns, or disciplinary issues, and this individual must take appropriate action to effectively

address the concern or risk. If necessary, the individual then turns the issue or concern over to the Director of Housing for final decision or action.

Retention - This position serves as Southeast Technical Institute's Retention Coordinator and works with Southeast Tech faculty and staff to help retain as many students as possible. The position assists in the development of, and conducts, an Academic Recovery course for at-risk students. The position frequently meets with at-risk students to assess academic needs and monitors student academic progress. Once an academic concern is determined, this position develops plans with faculty, staff and students to help students to be more successful academically.

This position lives in the Southeast Technical Institute housing complex and is responsible for facility management and student concerns during the evening hours.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

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

Essential Functions Statement(s)

- Responsible for the day-to-day operations of the assigned housing complex (approximately 200 residents at 100% occupancy)
- Maintains a respectful and safe living environment for students.
- Responsible to ensure that all policies, rules and guidelines outlined in the student housing and Southeast Tech handbooks are understood by all residents. Reports all infractions of these policies, rules and guidelines to the Director of Housing.
- Assists with determining responsibility for damages to facilities and assessing charges to students, when appropriate.
- Assists in recruiting students for housing and assigning students to apartments.
- Acts as a liaison to housing residents by holding resident meetings periodically to communicate Southeast Tech policies and other information.
- Addresses emergency situations promptly and appropriately.
- Assists in the apartment check-in and check-out procedures.
- Avoids any responsibility on or off campus which may interfere with the priority of this position.
- Assesses the needs of residents periodically.
- Completes all required reports.
- Inspects and maintains residence hall facilities frequently to ensure living areas, equipment and outside areas are clean, orderly and/or in good working order.
- Reports any custodial and maintenance needs directly to the Director of Housing and ensures maintenance work is completed.
- Makes regular rounds to ensure that residents and areas are safe and secure.
- Organizes and supervises housing activities.
- Mediates interpersonal problems between residents.
- Determines at-risk housing students by monitoring student information and data.
- Communicates at-risk housing student information to faculty and staff.
- Develops with staff and faculty strategies to retain at-risk housing and Academic Recovery students.
- Works with instructors and staff to assist at-risk housing and Academic Recovery students.
- Serves as a liaison between instructors, staff and at-risk housing and Academic Recovery students.
- Assists in the development of, and conducts, an Academic Recovery course for at-risk students.
- Serves as Southeast Tech's Retention Coordinator for at-risk students.
- Assists with monitoring at-risk student progress and reports success rates of students.

- Completes all required reports in a timely fashion.
- Position requires day and evening hours. Hours include some office hours, hours in the Student Success Center, periodic checks of the housing facility throughout the evening, and hours necessary to assist students with issues, concerns, or disciplinary measures. Hours are assigned and approved by the Director of Housing and Executive Director of Student Affairs.
- When on-call, this individual is expected to be able to respond to student concerns in a timely manner, and be able to return to campus (when needed) within 20 minutes of a reported concern.
- Performs other duties as assigned.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Ability to accept responsibility and account for his/her actions.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Ambition - The drive to achieve personal advancement.
- Assertiveness - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- Autonomy - Ability to work independently with minimal supervision.
- Coaching and Development - Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Conflict Resolution - Ability to deal with others in an antagonistic situation.
- Creative - Ability to think in such a way as to produce a new concept or idea.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Decision Making - Ability to make critical decisions while following company procedures.
- Empathetic - Ability to appreciate and be sensitive to the feelings of others.
- Energetic - Ability to work at a sustained pace and produce quality work.
- Enthusiastic - Ability to bring energy to the performance of a task.
- Ethical - Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Management Skills - Ability to organize and direct oneself and effectively supervise others.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Patience - Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Project Management - Ability to organize and direct a project to completion.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Safety Awareness - Ability to identify and correct conditions that affect employee safety.
- Team Builder - Ability to convince a group of people to work toward a goal.
- Training - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.

SKILLS & ABILITIES

Education: Bachelor's Degree required, Master's Degree in Student Affairs, Counseling or similar area preferred.

Experience: Work experience in student housing and/or residential management preferred. Experience in working with post-secondary students preferred.

Computer Skills: Ability to use Outlook email system to contact, and receive contact from, faculty, staff, and students as needed. Working knowledge of Microsoft Office Suite. Experience with student records management software is beneficial. Must be able to successfully use STI's EX administrative software - Admissions, Advising, Registration, and Student Life modules.

Other Requirements: Flexible availability to advise and support student activities and programs in the housing complexes. Strong communication, interpersonal, conflict resolution, organizational, problem-solving, and public/group speaking skills. Post-offer criminal background check required.

PHYSICAL DEMANDS

<u>Physical Demands</u>		<u>Lift/Carry</u>	
Stand	C (Constantly)	10 lbs or less	C (Constantly)
Walk	C (Constantly)	11-20 lbs	F (Frequently)
Sit	O (Occasionally)	21-50 lbs	O (Occasionally)
Handling / Fingering	O (Occasionally)	51-100 lbs	O (Occasionally)
Reach Outward	F (Frequently)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)		
		<u>Push/Pull</u>	
Climb	O (Occasionally)	12 lbs or less	C (Constantly)
Crawl	O (Occasionally)	13-25 lbs	O (Occasionally)
Squat or Kneel	F (Frequently)	26-40 lbs	O (Occasionally)
Bend	F (Frequently)	41-100 lbs	N (Not Applicable)

<i>N (Not Applicable)</i>	<i>Activity is not applicable to this occupation.</i>
<i>O (Occasionally)</i>	<i>Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)</i>
<i>F (Frequently)</i>	<i>Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)</i>
<i>C (Constantly)</i>	<i>Occupation requires this activity more than 66% of the time (5.5+ hrs/day)</i>

Other Physical Requirements

Talking

- Ability to express or exchange ideas by means of the spoken word.
- Sufficient for conveying spoken information in a variety of activities and situations.

Vision

- Sufficient visual acuity for extensive reading; to prepare and analyze data and figures; view a computer screen; and visual inspection/assessment.

Sense of Sound

- Sufficient to hear sounds at normal speaking levels with minimal correction.
- Ability to receive detailed information through oral communication.
- Detect and distinguish sounds that are job specific (i.e. classroom/lab simulations, equipment, student/employee interaction, demonstrations, meetings, etc.).

Sense of Touch

- Handling - Working primarily with hands/hand and requires the employee to sufficiently seize, hold, grasp, and turn with one or both hands.
- Fingering - Working primarily with fingers/finger and requires the employee to sufficiently pick up and pinch a variety of items.
- Feeling - Perceiving attributes of objects such as size, shape, temperature, or texture. Requires the employee to be able to primarily touch with the skin (primarily that of fingertips).

WORK ENVIRONMENT

Indoor and outdoor work environments. Indoor environment is climate controlled with possible drafts from doors opening. Lighting and temperature are adequate. Moderate levels of noise from students and student activities taking place. Must interact with others on a regular basis. Student Success duties are controlled appointment structure with some walk-ins. Housing duties may require constant interruptions. Job is mainly sedentary with physical activities normally required in an office environment.

Possible exposure to communicable diseases and temperature changes of extreme heat and cold as individuals enter and exit the building to assist students and while changing building locations on campus.

EMPLOYER STATEMENT AND EMPLOYEE AUTHORIZATION

EMPLOYER STATEMENT

Southeast Technical Institute has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors and/or Administrators as deemed appropriate. This document does not represent a contract of employment, and Southeast Technical Institute reserves the right to change this job description and/or assign tasks for the employee to perform, as it may deem appropriate.

EMPLOYEE AUTHORIZATION

I have read this job description and completely understand all of my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my location and/or department without it being specifically included in the job description. If I have questions about job duties not specified on this job description that I am asked to perform, I should discuss them with my immediate supervisor and/or an Administrator. I further understand that future performance evaluations are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor and/or Administrator. I have discussed any questions I may have about this job description prior to signing it.

Employee Signature: _____ Date: _____

Employee Print Name: _____