

# **Appalachian State University**

## **Assistant Director of University Housing: Staff Recruitment, Selection, and Training**

The Assistant Director for Staff Recruitment, Selection, and Training has the primary responsibility for developing and overseeing the recruitment, selection, training, development and evaluation of all University Housing staff members, full time and part time positions. Examples include: directors, coordinators, administrative staff, maintenance, housekeeping, support services, resident assistants, night Assistants, desk assistants, and office assistants. Serving as a member of the University Housing Leadership Team, the Assistant Director reports to the Senior Associate Director of University Housing for Residence Life.

### **Required Qualifications:**

- A Master's degree in College Student Development, Higher Education, Counseling, or a related field.
- At least five years, post master's, full time, progressive, supervisory experience in a residence hall /housing office environment.
- Live-in/on residence hall experience, supervising a variety of staff members.
- Experience in developing and implementing staff recruitment, selection, training, development and evaluation programs and activities.
- Demonstrated skills and experience in training, presentations, organization, attention to detail, use of technology, working with groups, leadership, flexibility and professionalism.
- Demonstrated leadership and commitment to promoting respect and appreciation of diversity in all recruitment and selection processes. Must possess the ability to work in a diverse environment.
- Demonstrated ability to relate to individuals and groups with widely varying backgrounds, perspectives, education, and skills.
- Must be able to establish and maintain positive and effective working relationships with other staff members, students, the general public and within the department and throughout campus.
- Strong written and oral communication skills.
- Demonstrated leadership including skills in problem solving, crisis intervention, planning, and staff development.
- Experience responding to and handling various crisis and emergency situations and serving as part of an on-duty rotational staffing model.

### **Preferred Qualifications:**

- Supervisory experience with professional staff members.
- Experience developing and monitoring a budget.
- Experience with recruitment, selection, training and evaluation of all levels of Housing staff, including administrative and facilities staff members.
- Understanding of a Residential Curriculum.
- Working knowledge and experience with E Rez Life software.
- Knowledge of legal issues, case law, etc. in Human Resources.
- PHR (Professional in Human Resources) Certified

### **Job Responsibilities:**

#### **I. Staff Recruitment and Selection**

##### **A. Full time and part time staff**

- i. Develop a comprehensive recruitment and selection plan for all vacant full time and part time positions within University Housing. Ensure the process is fair and inclusive.
- ii. Chair or oversee the search process for full time and part time positions, as needed.
- iii. Serve as the department's liaison with Human Resources, Student Development and the Office of Equity, Diversity and Compliance to ensure all search guidelines are followed.

##### **B. Graduate Assistants**

- i. Serve as a member of the Division of Student Development Committee charged with recruiting and selecting graduate assistants.

- ii. Oversee the University Housing graduate assistant recruitment and selection committee.
- iii. Coordinate the ACHUO-I Internship recruitment, selection and training process.
- C. Student Staff
  - i. Develop a comprehensive, year-long recruitment and selection plan for all undergraduate student staff members: resident assistants, night assistants, office assistants, desk assistants, etc. Chair the committee charged with this task.
  - ii. Chair the RA selection committee.
  - iii. Develop an innovative and creative marketing plan/advertising campaign for undergraduate student staff positions.
  - iv. Develop a fair and inclusive selection process for all undergraduate student positions.
  - v. Train interviewers on proper interview techniques and etiquette.
  - vi. Coordinate recruitment and selection of all internships and practicums.

## **II. Staff Training and Development**

- A. Full Time and Part Time Staff
  - i. In conjunction with two other Residence Life Assistant Directors, design, plan and implement Coordinator training in January and July.
  - ii. In conjunction with two other Residence Life Assistant Directors, design, plan and implement a year- long professional development series for the professional staff members in Residence Life.
  - iii. In conjunction with two Associate Directors (Facilities and Administrative Services) design, plan and implement a year- long training and development series for their respective staff (coordinators, administrative, maintenance, housekeeping, support services, etc.). Assist with the training as requested.
- B. Graduate Assistants
  - i. In conjunction with the GA Training and Development Committee, create, coordinate, implement and assess GA training for Fall and Spring Semesters. Serve as chair of the committee.
  - ii. In conjunction with the GA Training and Development Committee, create, coordinate and implement a development series for all graduate assistants, including the Get a Job Series.
- C. Undergraduate Student Staff
  - i. In conjunction with the RA Training and Development Committee, create, coordinate, implement and assess RA training Fall, Spring, summer and Orientation workshops. Serve as chair of the committee.
  - ii. RA Leadership Development Class (HPC 3400) (currently under review)
    - a. Teach a section of the RA Leadership development, 3 hour credit class
    - b. Functionally supervise residence life professional staff in their teaching of the RA class.
    - c. Facilitate regular meetings with RA class instructors to discuss course objectives, learning outcomes, teaching approaches, and class evaluations.

## **III. Staff Evaluations**

- A. Full time and part time staff
  - i. Develop a timeline and implement the evaluation process for all departmental full time and part time staff members, including 360 degree evaluations.
  - ii. Create, implement and evaluate effective instruments for staff evaluations.
  - iii. Train staff in effective techniques and methods for instituting on-going constructive evaluation of supervisees.
- B. Graduate Assistants
  - i. Develop a timeline and implement the evaluation process for all graduate assistants in University Housing, including 360 degree evaluations.
  - ii. Create, implement and evaluate effective instruments for staff evaluations.
  - iii. Train staff in effective techniques and methods for instituting on-going constructive evaluation of supervisees.
- C. Undergraduate Student Staff

- i. Develop a timeline and implement the evaluation process for all undergraduate student staff members, including 360 degree evaluations.
- ii. Create, implement and evaluate effective instruments for staff evaluations.
- iii. Train staff in effective techniques and methods for instituting on-going constructive evaluation of supervisees.

#### **IV. Staff Employment**

- A. Oversee the on-boarding process for all University Housing staff members.
  - i. Manage new employee process for obtaining staff ID, departmental ID, name badges, uniforms, email account/ computer access, parking passes, hall entry, etc.
  - ii. Prepare manuals and other information that will assist each new staff member in joining the University Housing staff.
- B. Oversee undergraduate student staff termination procedures; review policies on a yearly basis.
- C. Review undergraduate and graduate GPAs each semester to insure adherence with University Housing policy.
- D. Oversee all departmental personnel files, including data base of all departmental employee statistics, including contact information, workers compensation, accidents, salary, grievances and appeals, tuition remission process, special leave requests, etc.
- E. Conduct periodic reviews of job descriptions, staff remuneration and staffing structure.
- F. Oversee payroll process for Residence Life staff members.
- G. Work with the Administrative Assistants to insure all necessary employment paperwork (contracts, payroll information, background checks, out of state tuition, domestic partner/spouse/dependents, etc.) for all staff members is completed.
- H. Work with the Director and three Associate Directors to ensure staff correction measures are fair, effective and in line with University and departmental policies.

#### **V. Miscellaneous**

- A. Oversee the following budgets:
  - i. Professional travel budget for all Residence Life staff members.
  - ii. Full time and part time recruitment budget
  - iii. Student staff selection budget
  - iv. Training budgets: coordinator, graduate assistant, student staff
  - v. Recognition Committee
- B. Encourage all staff to attend professional meetings and conferences, as well as assist staff in developing program proposals for presentations at professional events.
- C. Maintain records of staff development experiences.
- D. Serve as the chair of University Housing's Recognition Committee.
  - i. Oversee the development and implementation of a comprehensive recognition program for all staff members in University Housing.
  - ii. Manage a budget.
  - iii. Oversee the annual end of the year celebration for Residence Life.
- E. Coordinate annual revisions and web publications of all staff manuals: RA, DA, Student employee, Graduate Assistant, Facilities, etc.
- F. Serve on a rotating on-call 24/7 response team.
- G. Provide input and assist in the preparation of the Residence Life budget.
- H. Chair, advise and/or serve on departmental, divisional or university committees as invited or assigned.
- I. Attend and oversee staff meetings.
- J. Assist the University Housing leadership team in the development of goals and administrative policy for the department.

**Compensation Package:**

- The Assistant Director for Staff Recruitment, Selection, and Training is a full-time administrative EPA position. As such, it includes full university benefits including: 24 vacation days/year, 1 sick day/month, University-paid health care plan with additional coverage available for spouses and children, and retirement plan with 6% of employee salary dedicated to state or TIAA-CREF account. In addition, the state contributes 6.84% each year.  
(see [http://old.northcarolina.edu/hr/Mandatory\\_Retirement\\_Plan\\_Decision\\_Guide.pdf](http://old.northcarolina.edu/hr/Mandatory_Retirement_Plan_Decision_Guide.pdf))
- When available and approved, the Assistant Director for Staff Recruitment, Selection, and Training receives departmental support for professional involvement and travel.
- This is a twelve month position and salary is commensurate with experience. Minimum salary of \$48,000.