

Job Title: Residence Life & Student Engagement Coordinator
Reports To: Executive Director of Student Services
Position Type: **Full-Time, 12-Month**
FLSA Status: **Hourly, Non-Exempt**
Remote Work: **Unavailable**

OVERVIEW: Under general supervision, the Residence Life & Student Engagement Coordinator plays a vital role in promoting student success by overseeing a comprehensive student life and residential program. This position integrates housing operations with student engagement initiatives to foster an inclusive, safe, and developmentally supportive environment aligned with the university's mission.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Create and maintain a secure, learner-centered residential community that encourages personal growth and student success.
- Coordinate all residence hall administrative operations, including housing assignments, room changes, occupancy management, check-in/check-out, keys, housing records, and related residence life office functions.
- Coordinate meal plan administration and collaborate with Food Services regarding meal plan changes, student concerns, and housing-related dining needs.
- Coordinate student engagement initiatives that promote involvement, leadership development, school spirit, and community building.
- Supervise and coordinate the work of the Student Leadership Team in planning, implementing, and assessing student engagement programs and campus activities.
- Assist student organizations and assist with leadership development programming, budget tracking, event planning, paperwork processing, advisor support, and student travel facilitation.
- Ensure frequent, meaningful interactions with students and foster a welcoming, inclusive environment through community-building and personal development programming.
- Assist with orientation, move-in, move-out, and other major student events.
- Serve as a member of the on-call rotation for crisis/emergency response and assist with student conduct and community standards enforcement.
- Collaborate with facilities and housekeeping to maintain residential spaces, including reporting maintenance needs and conducting routine inspections and safety drills.
- Serve as the primary customer service contact for student insurance by assisting students and families with insurance questions, waiver processes, enrollment guidance, and referrals to insurance providers while coordinating with the Business Office on billing-related matters.
- Maintain housing and student engagement records, reports, and assessments.
- Collaborate with Admissions, Athletics, Campus Safety, Facilities, Food Services, and other departments to enhance the residential student experience.
- Respond to inquiries and concerns from students, parents, and stakeholders, ensuring a high level of customer service and accurate communication.
- Perform other duties as assigned or as they become evident.

COMPETENCIES:

- Ability to provide basic counseling, crisis support, and referrals to appropriate campus services.
- Strong communication and interpersonal skills, both verbal and written.



- Ability to plan, prioritize, and execute multiple projects simultaneously with a high level of organization.
- Demonstrated professionalism, especially in high-pressure or emergency situations.
- Capacity to maintain confidentiality and follow all institutional policies.
- Comfort with student conduct processes and documentation/report writing.
- Dedication to fostering a positive campus environment and promoting institutional values.

COMPUTER SKILLS:

- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).
- Familiarity with email platforms such as Microsoft Outlook.
- Ability to navigate internet browsers and online systems for event management, housing, and student services.

PHYSICAL DEMANDS:

- While performing the duties of this job, the employee is regularly required to spend a considerable amount of time standing, sitting and/or walking.
- While performing the duties of this job, the employee is regularly required to spend a considerable amount of time using their hands to write, handle, control, or feel objects.

WORK ENVIRONMENT:

- Moderate noise level typical of student-centered campus environments.
- Live-in position required; essential personnel during emergencies.

SUPERVISORY REQUIREMENTS:

- Graduate students, Resident Assistants, and/or assigned staff.

EDUCATION, EXPERIENCE, and TRAINING:

- Bachelor's Degree in a relevant field required.
- Associate's Degree in related field and/or prior experience in student affairs, housing, or event planning preferred.

Note: Nothing in this job specification restricts management's right to assign or reassign duties and responsibilities to this job at any time. Critical features of this job are described under various headings above. They may be subject to change at any time due to reasonable accommodation or other reasons, with or without notice. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position.

I have read and understand the duties of my position, and have reviewed the above Job Description with my Manager:

Employee Name: _____ Date: _____

Employee Signature: _____

Manager Name: _____ Date: _____

Manager Signature: _____