Instructions: The position description is a brief record of the purpose and role of the position in the organization and the experience and/or educational requirements (including licenses/permits/certification). The position description is the foundation for classification and compensation determinations, recruitment, reassignment, and performance evaluation and employee development. It is an important tool for communicating job expectations to the employee.

Supervisors are encouraged to discuss the position description with new employees and review the position description with the employee on an annual basis at the time of the performance evaluation. Supervisors should consult Human Resources in revising position descriptions prior to substantially changing assignments on an ongoing basis. If you wish to provide more information than space allows, feel free to include attachments.

Please attach a current organization chart and a copy of previous position description.

Section 1: General Information

<table>
<thead>
<tr>
<th>Employee Name:</th>
<th>Job Code/Classification:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Classification/Working Title: HR II/ Resident Services Coordinator
Skill Level: Non - Exempt

<table>
<thead>
<tr>
<th>Dept ID: 6190</th>
<th>Department: Residential Life</th>
<th>Position#: 0000</th>
</tr>
</thead>
</table>

Time Base: 1.0
☐ Probationary ☐ Permanent ☒ Temporary

Section 2: Primary Action Being Requested (please select one)

☐ POSTING ☐ Vacant ☐ Less than 90 days position

☐ RECLASSIFICATION: Requested by: ☐ Employee ☐ Management ☐ CSU/HR

☐ SKILL LEVEL REVIEW: From: To:

☐ TEMPORARY REASSIGNMENT: From: (Classification) To: (Classification)
Effective Date: End Date:

☐ ON-GOING LATERAL REASSIGNMENT Effective Date:

☐ POSITION DESCRIPTION UPDATE Effective Date:

Section 3: Signatures

Employee Signature: ___________________________ Date: ______

Supervisor Signature: ___________________________ Date: ______

Name and Title: ___________________________ Ext: ______

Dean/Director Signature: ___________________________ Date: ______
Section 4: Position Description

A) **POSITION SUMMARY:** This information will appear on the job posting in SF State Careers. Summarize the main objectives of the work performed and the overall level of independence and responsibility in a brief paragraph of four to five sentences. Indicate if supervision and or coordinating the work of others are involved. Example: Independently provides clerical and administrative support such as office reception, filing, copying, and drafting correspondence for the Associate Dean. Oversees the provision of clerical assistance provided to faculty, management and other staff by other clerical support staff and student assistants in the [department name], schedules events within the College, and performs other duties as necessary.

Under the direct supervision of the Area Coordinator- Resident Services, the Residence Services Coordinator (RSC) is 40% time, live-in position that assists in the overall design, implementation, and daily administration of Resident Services. RSCs supervise the residence front desk operations for 2-3 residential communities that may exceed over 800 residents. RSCs work with the Area Coordinator – Resident Services on the planning, implementation, and evaluation of a thorough community desk operation and security program. The RSCs supervises a Lead Resident Services Assistants at each of the desks for which they are responsible and indirectly supervises 50 – 60 Resident Services Assistants.

**Administrative Responsibilities:**
RSCs attend and check-in with the Resident Services Coordinator during regularly scheduled one-on-one meetings and in daily interactions in order to facilitate communication and supervision of the position. In collaboration with the Area Coordinator- Resident Services, RSCs participate in the planning and implementation of fall, winter, and summer training.

**Customer Service/Related Duties:**
RSAs provide quality customer service and support for residents within the community and members of the public. Therefore, accurate knowledge regarding campus information and resources is a necessity for the position. RSAs maintain positive working relationships with University Property Management staff and other staff members. RSA role model appreciation and understanding of cultural diversity and thus assist students in the development and understanding of similarities and differences that students encounter at a residential environment.

B) **MINIMUM QUALIFICATIONS:** This information will appear on the job posting in SF State Careers. The qualifications listed here are to be used as the selection criteria. Briefly and clearly specify the minimum job related experience and/or education and equivalents that would provide the knowledge, skills, and abilities that the incumbent must possess to satisfactorily perform the duties and responsibilities of the position as described above, in accordance with the CSU Classification and Qualification Standards http://www.calstate.edu/HRAdm/Classification/index.shtml. Include specialized requirements such as familiarity with specific software, programming languages and/or machinery or tools. Example: Completion of a high school program or its equivalent and at least two years of related experience in an office setting. Experience must include use of Microsoft Word, Excel, and use of standard office equipment such as photocopiers and fax machines. This experience must include working independently without direct supervision on day to day tasks.

**Knowledge and Abilities:**
General knowledge of the personal and social problems typically encountered by college students; working knowledge of group dynamics and needs; working knowledge of managerial techniques, personnel practices, and inventory control.

Ability to establish and maintain cooperative working relationships with students and others; relate to the present day population of college students; deal with the personal and social problems of students; keep records and accounts and make reports; select, train, lead, and evaluate student assistants and staff; analyze emergency situations accurately and take prompt action; prepare concise reports; develop, organize, and implement residence
programs; read and write at a level appropriate to the duties of the position; and perform mathematical calculations where required.

Experience:
Equivalent to two years of experience coordinating or directing college-level group activities including one year directing a dormitory complex which has provided a wide exposure to student group problems and able to demonstrate possession of the knowledge and abilities listed above.

One year of job-related non-paid experience may be substituted for the one year of general experience require

C) PREFERRED QUALIFICATIONS: This information will appear on the job posting in SF State Careers. This information is to be used in addition to the Minimum Qualifications as selection criteria. List any knowledge, skills and abilities that would enhance an incumbent’s ability to perform the work of the position, such as job related education and specific job experience in addition to that described above. Example: Education/coursework related to providing clerical and administrative assistance in a business setting, related experience in an educational setting, and experience working with directly with students to assist them in completing standard forms.

- At least one year of experience in working with college-aged students
- Personal general knowledge of the personal and social problems typically encountered by present-day college students
- Demonstrated ability in administration tasks and customer services

D) REQUIRED LICENSE/CERTIFICATION: This information will appear on the job posting in SF State Careers. List any license or certificates which the incumbent must possess to be appointed into the position. Provide a brief explanation for each. Example: Must possess a valid California Driver’s License. Position requires the use of state vehicle to attend events and visit off campus locations during work hours.

N/A

E) ENVIRONMENTAL AND/OR PHYSICAL REQUIREMENTS AND/OR SPECIAL WORKING CONDITIONS. This information will appear on the job posting in SF State Careers. List any special or unusual working conditions to which the incumbent will be exposed. Example: Some work on weekends and holidays will be required and the work week will be adjusted accordingly. Move boxes of paper weighing up to 50 pounds is required. The work schedule for this position will change from days (8am-5pm) to evenings (2pm – 11 pm) June-August for summer session.

The incumbent works a 16-hour work week with varied shifts and times. The incumbent will work some evenings, weekends, and non-traditional hours. Incumbent will be provided a meal plan with a minimum of 5 meals and maximum of 10 meals per week in City Eats Dining Center. Incumbent is expected to interact and engage in conversation with residents as part of the meal plan.

SECTION 5: Additional Information

To enable appropriate classification and compensation determination, please elaborate on the information provided above in the sections below. This information will not appear in the job posting.

A) ESSENTIAL JOB FUNCTIONS: List five or six essential functions, or major responsibilities that form the core work of the position. For an existing revised position, place an “N” next to functions that are newly added to the position and an “E” next to those that are unchanged, or previously existing. Indicate the estimated percent (%) of time devoted to each function. The total must add up to 100%. Include descriptive statements of typical duties performed within each as examples of the work, if necessary, clearly describe each job function and distinguish between each for the purpose of evaluating performance and/or development needs. Example: 40% Drafting Correspondence including memoranda, brochures, and reports; 25% Document and Records Maintenance, 15% Office Reception and Customer Service, 15% Oversight of others, 5% Scheduling.

50% Student Staff Supervision
• Assist with recruitment, selection, placement, evaluation, and personnel administration for Residential Life student staff members.
• Plan, direct, supervise and evaluate the Residential Life student staff according to the objectives established for the department.
• Assist with interpretation and implementation of Residential Life, University Property Management (UPM), and University policies and procedures.
• Maintain informal contact with Area Coordinators as it relates to student staff duties, behavior, etc.
• Play an active role in the development of student staff.

35% Residential Life Program
• Oversee daily building administration, procedures, and operation, including opening and closing the buildings for the new academic year and break periods.
• Ensure that safety and security procedures are established and maintained.
• Identify, coordinate, and provide resources and support to assist area Residential Life staff in developing staff training and programs for students.
• Collaborate with other units as appropriate.
• Serve on Departmental, Divisional, and University committees as assigned.
• Maintain appropriate records and administrative files.
• Maintain liaisons with campus units and resources.
• Participate in departmental/divisional meetings, trainings and development activities.

10% Administrative Duties
• Provide oversight and direct supervision for processing all incoming mail for the Residence Halls and administrative offices of University Housing to include: sorting, forwarding, or placing all incoming mail from University Mail Services, USPS, UPS, FedEx, etc. in the appropriate mail box, or returning to sender; supplying mail information such as package pick-up slips, mail forwarding forms, etc.; and assisting in the execution of the University Housing daily campus mail run and contacting University Mail Services for pick-up of mass mailings.
• Handle Resident Services requests via phone, over the counter and via email, and routing requests to appropriate departmental personnel.

5% Other Duties as Assigned

B) NATURE AND SCOPE OF DECISIONS: If not already evident in the Job Summary and/or Essential Job Functions, identify the kinds of commitments made, judgment required and supervision given/received; i.e., director general - also indicate if position acts as a lead or supervises others – explain.

This position falls under the purview of the Assistant Director of Residential Administration who shares responsibility for the overall objectives and responsibilities of the department including the development and implementation of living/learning communities, co-curricular learning, promotion of community interaction and inclusiveness, and enhancing retention and graduation rates. The Residence Life Coordinator assistant the Area Coordinator in achieving each of these objectives.

Resident Services Coordinator is responsible for the effective, 24-hour daily operation of a student residence hall, and assists students in adjusting to campus life.

This position is responsible for supervising up to 60 undergraduate staff members.
C) **PROJECT COORDINATION/LEAD RESPONSIBILITIES:** If applicable, describe the project, the functions and classification of individuals supervised and the duration of the assignment.

The Resident Services Coordinator are assigned to one of two: Core Housing (Mary Ward/Park, Towers/STTC, Village at Centennial Square), or University Park (University Park South or University Park North). RSCs assignments are made by the appropriate supervisor taking into consideration the coordination and leadership needed for each specific. RSCs physically live within the halls/residential communities they oversee.

D) **CONTACTS ON AND OFF CAMPUS:** List individuals/agency groups regularly contacted and the purpose for the interaction.

Incumbents are responsible for maintaining effective working relationships with a wide range of students, faculty and the general public. Such interactions typically accomplish any of the following: to obtain factual information on which recommendations, decisions or other actions can be based; to explain the basis for recommendations, decisions or actions; to help further the understanding of the overall Student Services programs and activities; to assist students in planning and organizing moderately complex and/or sensitive informal educational activities; and to assist students in pursuing their educational and career goals by providing factual data about occupational and educational requirements related to student aptitudes, interests and abilities.

<table>
<thead>
<tr>
<th>Residential Life Team</th>
<th>Team Colleagues</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Property Management</td>
<td>Facilities issues, General questions about Housing</td>
</tr>
<tr>
<td>Counseling &amp; Psychological Services</td>
<td>Student/resident concerns, referrals</td>
</tr>
<tr>
<td>Student Life</td>
<td>Student/resident concerns</td>
</tr>
<tr>
<td>Student Conduct</td>
<td>Student/resident concerns, referrals</td>
</tr>
<tr>
<td>University Police</td>
<td>Student/resident concerns, incidents</td>
</tr>
<tr>
<td>DPRC</td>
<td>Student/resident questions, referrals</td>
</tr>
</tbody>
</table>

**SECTION 6:** Attach an updated Organizational Chart highlighting the position described above