

Position Title: Residence Manager
Department: Student Affairs
Reports To: Director, Student Affairs
Level: SJU 7
Salary Range: \$59,883 - \$74,853
Date Modified/Created: May 2018

General Accountability

Reporting to the Director, Student Affairs, the Residence Manager is primarily responsible to ensure a healthy, safe, and supportive environment for all students based on mutual respect, to ensure resolution of student conduct issues; and to develop and oversee Residence programs and activities for all St. Jerome's University residents. The Residence Manager collaborates with the Student Affairs team to achieve the University's mission and vision, and represents the University in a manner consistent with its values, goals, and strategic direction

Nature and Scope

St. Jerome's University provides a culture and environment for employees that endeavors to promote the mission and vision of the university. Employees contribute to the larger institutional goals and conduct themselves in a manner that fosters the prevailing sense of collegiality among faculty, staff and students.

The Residence Manager ensures the successful development and implementation of student-based programs and services that foster student learning, community engagement, and personal development. The Manager must be knowledgeable about current and prospective students, as well as apply student development theory for the purpose of building a residence community based on the premises of mutual respect and educating the whole person.

The Residence Manager must ensure the overall well-being of all students by proactively creating supports through a residence system of paraprofessionals and Dons. The Manager is also responsible for ensuring residence policies are followed, any necessary discipline, and crisis intervention, including managing a system of 24-7 on-call and emergency response within the residence. The primary aim of the Residence Manager is to provide a safe and enjoyable living and campus environment that is conducive to academic study and positive social experiences. The Residence Manager seeks opportunities to work collaboratively with University of Waterloo Housing.

Specific Accountabilities

Management

- Makes strategic recommendations to the Director, Student Affairs related to residence operations
- Ensures development and implementation of best practices in residence life programming
- Ensures best practices are held in the leadership and training of the Dons and Community Advisors
- Is available to students, parents, faculty, and staff to discuss serious matters relating to residence life
- Leads residence operations which includes marketing, recruitment, admissions, residence processes, fees, and finance
- Provides excellent leadership to all staff (Student Engagement Coordinator, Community Advisors, Residence Dons, and other) and creates and maintains positive working relationships by establishing a clear set of reasonable and mutually agreed upon expectations, effectively measuring and evaluating performance, and providing feedback
- Recruits, selects, trains, and manages the ongoing performance of all staff (Student Engagement Coordinator, Community Advisors, Residence Dons, and other) in the execution of their responsibilities
- Manages policy enforcement, discipline, residence emergencies, and crisis intervention in a consistent and fair manner guided by a restorative approach
- Creates and implements intentional plans for orientation, programming, and community development that fosters student learning and engagement in a living-learning environment
- Promote a positive and holistic culture consistent with the mission of the University within the residence
- Works in collaboration with Operations, Facilities, housekeeping staff to ensure that a suitable living environment is maintained and improved on an ongoing basis
- Keeps current on issues, trends, demands and approaches in the housing and residence field aimed at improving student involvement, upper year retention and the overall satisfaction of residents with their experience at St. Jerome's University
- Supervises the Student Engagement Coordinator, and the Residence Dons

Strategic Planning

- Develops and is accountable for an annual residence budget, and makes recommendations regarding residence fees based on residence and university trends
- Develops performance indicators to measure achievements and reports results to Director, Student Affairs
- Develops and strengthens relationships with strategic partners and stakeholders on and off campus
- Plan, organize and collaborate internally and externally to deliver SJU orientation and transition activities

Working Conditions

- Periods of irregular or high volume activity will require some evening and weekend work (e.g. student staff training)
- On-call availability for emergency situations
- May be exposed to situations with students who are upset, struggling, or experiencing various physical or mental health issues

Qualifications Required

- Master's degree in student life/leadership or equivalent
- A minimum of five (5) years of experience working in a university or college residence
- Demonstrated budgetary and financial understanding
- Highly developed interpersonal and negotiation skills
- The ability to exercise diplomacy
- Excellent oral and written communication skills
- Demonstrated leadership and management skills
- Ability to direct, motivate, and manage teams and individuals
- Ability to deal with diverse issues in a dynamic and changing student environment
- First-aid Certification

Department Head Approval

Date

HR Approval

Date