

Student Services Job Family:

Residential Life Progression

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. ***A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA***

GENERIC JOB PROFILE SUMMARIES

| Resident Hall Associate I<br>INDIVIDUAL CONTRIBUTOR  | Resident Hall Associate II<br>INDIVIDUAL CONTRIBUTOR   | Resident Hall Associate III<br>INDIVIDUAL CONTRIBUTOR  | Manager Residential Life<br>MANAGEMENT   | Director Residential Life<br>MANAGEMENT  |
|--|--|--|--|--|
| Live-in role, provide oversight for assigned area efforts  | Live-in role, provide oversight for assigned area efforts  | Live-in role, provide oversight for assigned area efforts  | Non-live in Role, provide leadership and guidance for assigned area efforts  | Non-live in Role, provide leadership and guidance for larger departmental efforts  |
| Emphasize student involvement, development, counseling and conduct by establishing and maintaining a positive community that supports and enhances the educational mission of the University through developmental programs, personal student contacts, and the fostering of faculty-student interaction | Manage and support housing operations in assigned area and working closely with Faculty in Residence (FIR) develop a comprehensive residential experience for a particular community | Work closely with House Dean and House Council to develop and implement overall house program and build house community  | Contribute to the development, advancement and implementation of the residential living framework; continually look for ways in which to develop innovative ideas and strategies to enhance student engagement                                     | Oversee the Res Life Function for an integrated, overall experience and strategic development, advancement and implementation of the residential living framework<br><br>Coordinate case conferences with other units as needed including students at risk |
| Offer advice and counsel students; addressing student behavioral problems within assigned hall(s)/ unit(s) up to 600 student residents in total  | Offer advice and counsel students; addressing student behavioral problems within assigned hall(s)/ unit(s) up to 1500 student residents in total                                     | Offer advice and counsel students; addressing student behavioral problems within assigned hall(s)/ unit(s) up to 500 student residents in total<br><br>Manage efforts with other members in Dean of Students Office and other University departments | As appropriate, investigate, coordinate and follow up with student concerns, behavioral problems, personal difficulties, crisis situations, and coordinate efforts with other members in Dean of Students Office and other University departments. | Develop and implement strategies for crisis intervention and student case management   |

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|--|--|---|--|--|
| Supervise, hire, train up to 20 live-in student staff (RA's & GRA's)   | Supervise, hire, train up to 20 live-in student staff (RA's & GRA's) as well as oversee the daily operations of 1-3 professional staff (RHD's) and their respective communities; administer performance evaluations for professional live-in staff | Supervise, hire and train live-in student staff such as Graduate Resident Fellows (GRFs), Undergraduate Resident Fellows (URFs), and House Office Assistants as well as 1-2 professional staff members; administer performance evaluations for professional staff | Hire, onboard, train, evaluate and directly supervise 6-8 professional live-in staff, administer performance evaluations; indirectly supervise and provide guidance to all student live-in staff   | Hire, onboard, train, evaluate and directly supervise managerial staff, administer performance evaluations; indirectly supervise and provide guidance to all student live-in staff   |
| Coordinate and supervise hall administrative tasks, including, but not limited to, room changes, programming account expenditures, and continuing occupancy sign-ups | Coordinate and supervise hall administrative tasks, including, but not limited to, room changes, programming account expenditures, and continuing occupancy sign-ups   | Oversee administrative and logistical support, including house budgets, to manage all non-academic house operations, processes and systems<br><br>Serve on House Council and implement house policies and procedures  | Investigate and resolve complex student assignment and contractual concerns  |  |
| Facilitate and support faculty programs and faculty-student interaction, especially in relation to the Faculty-in-Residence and Faculty Fellows program              | Facilitate and support faculty programs and faculty/student interaction, especially in relation to the Faculty-in-Residence and Faculty Fellows program  | Facilitate and support faculty programs and faculty/student interaction, especially in relation to the House Dean and Living-Learning Program   | Oversee education and information to inform faculty programming and involvement  |  |
|  | Interact and serve as a liaison with a substantial number of other University departments, community agencies, business firms, parents, and alumni as appropriate  | Interact and serve as a liaison with a substantial number of other University departments, community agencies, business firms, parents, and alumni as appropriate   | Act as a liaison and consult with other units/departments and campus partners; develop and maintain effective relationships with other segments of the department, other student/academic services, and individuals and agencies outside of the University | Proactively initiate and develop strategic, active engagement with representatives of the schools, colleges, and central student services agencies<br><br>Represent and act on behalf of the department in general University activities and events; e.g. orientation, commencement, parent programs |
|  | Manage the use of programming and training funds within area   | Establish staff training program objectives and goals for assigned area   | Establish staff training program objectives and goals for assigned area<br><br>Participate in collaborative development of departmental goals and programs within the residential education group  | Provide resources for design and implementation of staff training in counseling and crisis intervention department-wide  |

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|--|---|---|--|--|
| Implement and enforce policies and procedures for the department | Implement and enforce policies and procedures for the department and effective and responsive administrative tools for area of responsibility | Implement and enforce policies and procedures for the department and effective and responsive administrative tools for area of responsibility | Develop, recommend, and implement policies and procedures for the department; develop effective and responsive administrative tools for area of responsibility | Lead analysis of organizational issues, decide desirable outcomes, develop solutions, and initiate appropriate procedures and policies as needed<br><br>Represent the University at sensitive and potentially volatile events  |
|  |   |   | Act on behalf of the Director of Residence Life during times of the Director's absence or when circumstances require   | Participate as a member of the department executive group for purpose of policy development, financial analysis and planning, program development, and long-range strategic planning<br><br>Work with Marketing and Communications Department to monitor and improve occupancy rates |

**JOB FACTOR PROFILE TABLE**

| FACTOR PROFILE                                  | 10814 RESIDENT HALL<br>ASSOCIATE I, BAND E  | 10056 RESIDENT HALL<br>ASSOCIATE II, BAND F   | 12231 RESIDENT HALL<br>ASSOCIATE III, BAND G  | 10082 MANAGER RESIDENTIAL<br>LIFE, BAND G   | 10067 DIRECTOR RESIDENTIAL<br>LIFE, BAND H  |
|---|---|---|---|---|---|
| MINIMUM EDUCATION AND<br>EXPERIENCE EQUIVALENCY | Bachelor’s degree and up to 2 years<br>relevant experience or equivalent<br>combination | Bachelor’s degree and 2 to 4 years<br>relevant experience or equivalent<br>combination                              | Bachelor’s degree and 3 to 5 years<br>relevant experience or equivalent<br>combination                              | Bachelor’s degree and 5 to 7 years<br>relevant experience or equivalent<br>combination                              | Bachelor’s degree and 7 to 10 years<br>relevant experience or equivalent<br>combination |
| IMPACT  | Limited impact  | Limited impact  | Moderate impact   | Moderate impact   | Moderate impact   |
| CONTACTS - INSIDE                               | Assists others<br>Cooperation for the completion of<br>tasks                            | Assists others<br>Cooperation for the completion of<br>tasks  | Coordinate major activities<br>Persuade others to take a particular<br>course of action                             | Coordinate major activities<br>Persuade others to take a particular<br>course of action                             | Coordinate major activities<br>May involve sensitive situations                         |
| CONTACTS - OUTSIDE                              | Provide information that exists<br>within pre-established documents<br>and or programs  | Provide and/or receive guidance,<br>advice or information that must be<br>analyzed and developed by the<br>position | Provide and/or receive guidance,<br>advice or information that must be<br>analyzed and developed by the<br>position | Provide and/or receive guidance,<br>advice or information that must be<br>analyzed and developed by the<br>position | Develop and making presentations<br>and negotiating with others                         |
| CONTACTS - STUDENTS                             | Frequent contact dealing with<br>confidential matters                                   | Frequent contact dealing with<br>confidential matters   | Frequent contact dealing with<br>confidential matters   | Occasional contact dealing with<br>confidential matters   | Occasional contact dealing with<br>confidential matters                                 |

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|----------------------------------|---|---|--|--|--|
| <b>SUPERVISION</b>               | Provide regular on-the-job training, guidance, advice and counsel to other employees in the group, and to positions performing essentially the same work or related technical tasks | Provide day-to-day supervisory direction to employees within the department   | Provide day-to-day supervisory direction to employees within the department  | Provide day-to-day supervisory direction to employees within the department  | Provide supervisory direction to other managers  |
| <b>COMPLEXITY</b>                | Frequently adapt, combine, or make improvements to services, products, processes or programs. Work requires reasoning skills and judgment   | Occasionally required to develop new, imaginative and innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills | Continually required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment | Continually required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment | Continually required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment |
| <b>LEVEL OF DECISION MAKING</b>  | Responsible for assisting in and influencing decisions concerning policy-setting and judgment   | Responsible for assisting in and influencing decisions concerning policy-setting and judgment   | Responsible for assisting in and influencing decisions concerning policy-setting and judgment  | Responsible for assisting in and influencing decisions concerning policy-setting and judgment  | Responsible for making decisions concerning policy-setting, research, planning or students   |
| <b>FREEDOM OF ACTION</b>         | General supervision<br>Some interpretation of work policies and procedures, and, at times, deviation from standard work practices   | Very general supervision<br>Interpretation of work policies and procedures, and, at times, deviation from standard work practices                                   | Very general supervision<br>Interpretation of work policies and procedures, and, at times, deviation from standard work practices  | Very general supervision<br>Interpretation of work policies and procedures, and, at times, deviation from standard work practices  | Very general supervision<br>Interpretation of work policies and procedures, and, at times, deviation from standard work practices  |
| <b>EFFECT OF DECISION MAKING</b> | Directly effects entire department<br>Moderate effect on students and employees   | Directly effects entire department<br>Moderate effect on students and employees   | Directly effects entire department<br>Moderate effect on students and employees  | Directly effects entire department<br>Moderate effect on students and employees  | Directly affect several departments within a college, school, or administrative unit<br>Significant effect on students and employees   |

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|--------------------|--|--|--|--|--|
| WORKING CONDITIONS | Variable working conditions including exposure to conditions which require cautious handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required | Variable working conditions including exposure to conditions which require cautious handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required | Variable working conditions including exposure to conditions which require cautious handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required | Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required | Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required |