Complex Director (Graduate Student Internship)
2015-2016 Working Agreement
Department of Residence Life • Division of Student Affairs • University of Wisconsin-River Falls

Title: Complex Director (CD)
Department: Residence Life
Reports to: Area Coordinator directly, Assistant Directors and Director indirectly
Classification: Graduate Student Intern
Appointment: June 1, 2015 – May 31, 2016

Remuneration:
1. Furnished Apartment ($7,800). Residence Life will provide a furnished apartment within one of the halls of which the Complex Director (CD) provides leadership.
2. 19 Meal Plan ($2,440). Residence Life will provide a meal plan per Fall and Spring semester for use when Dining Services is in operation at the University Center. Some meals may be provided for staff during training programs.
3. Stipend. In addition to room and board, CDs receive a cash stipend of $13,128. A CD who is unable to complete the year will only receive the stipend for the amount of time worked in Residence Life.

Estimated total value: $23,368

REQUIRED DATES:
Complex Director Start Date June 1, 2015
Student Staff Fall Training August 16 through August 28, 2015
Fall Opening August 29 through September 7, 2015
Fall Closing December 14 through December 22, 2015 until 5pm
Spring Opening January 11 through January 31, 2016
Spring Break Closing Friday, March 11, 2016 @ 4:30pm
Return for Spring Break Opening Sunday, March 20, 2016 by noon
Spring Closing April 30 through May 15, 2016
Staff Meetings/In-Services/ 1:1 Meetings As assigned

***Required Dates are specific dates that you must be present within your community. ***

Position Summary
The Complex Director (CD) is a live-in graduate student staff member in the Department of Residence Life, in the Division of Student Affairs. The CD is responsible for various functions related to the overall development of a residence complex consisting of 300-525 students. Priority is placed on the promotion of the Department of Residence Life’s mission “to create residential communities where students live civilly, learn effectively and discover success.” This is achieved through the supervision of student staff members and intentionally engaging students in community development, student learning, and leadership.

Responsibilities
It is understood that the CD position cannot be easily translated into hours worked per day or week because of the unique nature of the work, but efforts will be made to have the position be close to 30 hours per week. The CD job requires regularly scheduled responsibilities and times at which the CD is available and accessible to residents in their residence hall during evenings and weekends. The
Department of Residence Life operates with the philosophy that Community Development is the overarching component of the work that we do; it is through this lens that we complete all of our job functions. This list is not meant to be a comprehensive list of job responsibilities; there will be situations and circumstances that arise which will require staff to perform other duties as assigned.

**Actively create a strong community (Program Development)**
- Create, implement and assess intentional community-building efforts with residents, staff, and University partners that meet the departmental learning outcomes.
- Foster an environment that supports a diverse community of students through programing initiatives that engages students in communication with others who are from diverse backgrounds (cultural, gender, religious, etc.).
- Create and maintain an environment that supports an academically focused community by implementing initiatives and providing tools to RAs that support student academic success.
- Work appropriately with RAs to address the needs of learning community and/or special interest housing.
- Be active and visible within the complex and university community. Work to support student initiatives and leadership programs by participating in programs and eating with students on a regular basis.

**Engage with students to further their success while at UW-River Falls (Student Development)**
- Build relationships with students on an individual level. Set boundaries and act as a positive role model for residents.
- Develop working knowledge of campus and community resources to better serve as an educator and resource to assist students in their collegiate experience, making referrals when appropriate.
- Assist students in understanding differences and their impact on social justice issues.
- Report mental health and student safety concerns to assigned supervisor.
- Maintain 5 hours per week of scheduled and posted office hours in the hall office. Remain available and approachable to hall residents and staff.

**Work with student to further develop their skills to become stronger leaders (Student Leader Development)**
- Support Residence Hall Association, National Residence Hall Honorary, and Complex Council by attending meetings, programs and events on a regular basis.
- Through the supervision of the Assistant Complex Director ensure orientation and training for new and returning student leaders as it relates to executive position roles as well as general knowledge about the Complex Council and leadership skills.
- Aid in the recruitment of Complex Council executive members.
- Support overall development of student leadership through University initiatives.

**Provide structure for staff members to be successful in their roles and strengthen the transferable skills they will gain. (Staff Development)**
- Supervise 9-15 student staff members through regular 1:1 meetings and established expectations.
- Provide leadership to the Assistant Complex Director related to front desk operation.
- Convene and facilitate weekly student staff meetings to coordinate initiatives, share information, conduct on-going training, and team development.
- Provide ongoing feedback related to student staff performance and conduct formal evaluations on a semester basis.
- Assist with and participate in pre-service and in-service training.
• Share in the responsibility for the recruitment and selection of student staff.

Hold students accountable to the community standards and further their understanding of what it means to be a community member. (Student Behavior)
• Utilize the community expectations process to educate students of their responsibilities as community members.
• Provide direction and accountability to student staff for the enforcement and proper documentation of Residence Life policies found in the Residence Life Policy and Procedure guide.
• Investigate policy violations and adjudicate student conduct cases through developmental conversations and consequences, utilizing Residence Life conduct procedures.
• Confront behavior that is not appropriate in the residence halls and campus community.
• Work collaboratively with your supervisor and other (University Police, Counseling Center, etc.) to address incidents that involve student welfare and safety.

Support efforts to sustain facilities that are clean, well-maintained, safe, and secure (Facilities)
• Maintain inviting office spaces for self and staff.
• Walk through entire area of responsibility on a regular basis. Ensure all safety and security concerns are reported to appropriate personnel.
• Establish and maintain a strong working relationship with custodial staff through regular interaction, communication, and weekly meetings.
• Maintain, collect, and monitor key control within assigned complex.
• Educate residents on community safety and security efforts as well as emergency and severe weather procedures.
• Assist in the implementation of all residence hall opening and closing processes throughout the year, including check-ins and check-outs.

Work to provide an enjoyable experience to summer students and conference guests (Summer Programs)
• Assist in the transition of the residence halls from academic year to summer, through the room inspection process, and with the transition back to the academic year.
• Manage summer operation of the hall(s), including supervising summer staff and serving as a liaison between Residence Life and summer students and/or conference guests.
• Assist with appropriate preparation (cleaning, linens, signs, camp contact, check-ins, etc.) and follow up (check-outs, room inventories, building condition assessment, damage reports, etc.) for camps.
• Serve as the contact person for camps and conference needs within the building. Be available, approachable, and visible to guests in the building. Make rounds (within your building), initiate conversations, and continually evaluate the satisfaction of all groups. Make daily contact with camp staff in your building and spend time in the building when camp staff and participants are in the building.
• Staff the Department of Residence Life’s reception desk as scheduled.
• Assume assigned summer responsibilities and projects in Residence Life.

Administrative
• Attend weekly Residence Education meetings, training sessions, All-Staff meetings, summer camps and conference meetings, and weekly supervision meetings.
• Respond to emergencies and crisis situations providing support and resources to students including proper referrals to other university offices.
- Create duty schedules that are fair and timely. Coordinate RA time off to ensure proper hall coverage.
- Serve on a year-round weekly duty rotation and maintain proper coverage for campus.
- Provide support in the implementation of administrative functions within the residence community (e.g. room assignments, no-shows, room changes, room condition reports, damage billing, break housing, interim housing) in conjunction with Area Coordinator. Perform tasks in accordance with established Residence Life procedures and deadlines.

**Personal Development**
- Establish professional development goals and work on professional development by participating in Departmental and University training, workshops, and other activities.
- Understand and abide by University and Residence Life policies and procedures.
- Assist with new and transfer student registration and orientation days.
- Serve on Departmental committees and planning groups.
- Maintain communication with faculty, staff, and other administrative personnel as needed.
- Assist other Department personnel in the performance of their duties when necessary.

**NASPA/ACPA Core Professional Competencies**
- Advising and Helping
- Equity, Diversity, and Inclusion
- Human and Organizational Resources
- Law, Policy and Governance
- Leadership
- Personal Foundations
- Student Learning and Development

**Qualifications and Conditions of Employment**

A. Applicants must have a Bachelor’s Degree.
B. Must be enrolled as a full time graduate student in the UW-La Crosse Student Affairs Administration River Falls partner program.
C. At least one year of residential group living experience.
D. Demonstrated interpersonal and group presentation skills
E. Effective time management, self-management, and conflict resolution skills.
F. Strong verbal and written communication skills.
G. Demonstrated commitment to fostering a diverse working and learning environment.
H. Knowledge of residence hall student issues, effective time management, and leadership experience are required.
I. CDs are expected to serve as positive role models for other students and are expected to follow residence hall and University policies, as well as state and federal laws. This expectation applies throughout the period of employment, whether on or off campus.

To Apply: Please complete the [UW-River Falls Graduate Student Intern Application](#) by clicking the link.