

COMPLEX DIRECTOR POSITION DESCRIPTION 2019-2020

Updated October 2018

The Complex Director (CD) is responsible for the general management and residential life functions in one or more apartment villages/complexes housing 500-600 students. Through supervision of the Assistant Complex Coordinator (ACD) and approximately 8-10 Paraprofessional Staff Members, the CD fosters a clean, safe, positive, and inclusive community environment that encourages students to develop their full potential. This position includes educational, supervisory and administrative functions that promote student engagement, academic success, personal development and a strong sense of community through the implementation of the residential curriculum. Campus Living supports the University at Buffalo's mission by providing residential environments that assist students in being academically and personally successful. The CD helps to set priorities and will provide direction to onsite outsourced contractors for turnover, landscaping and snow removal services. The CD is supervised by an Assistant Director (AD). This is a 12-month, live-in position, beginning June 3 (anticipated) and ending on June 2 (anticipated). Although the majority of the position will function as described below, some aspects are subject to change due to evolving departmental needs.

Candidates who have developed skills in the following areas, or an interest in developing skills in these areas, are encouraged to apply.

- Student and Professional (Graduate) Staff Supervision
- Programming
- Residential Curriculum
- Crisis Intervention
- Student Conduct
- Maintenance and Facilities
- Housing Operations
- Counseling, Helping, and Conflict Management
- Administrative and Time Management

STATUS: Full-time, 12-month, live-in, professional appointment.

REMUNERATION

- \$44,000 salary for a full time, live-in, 12-month term appointment.
- Vacation accrued at 1.25 days per month; Sick Leave accrued at 1.25 days per month.
- CDs receive all holidays afforded to university employees but must work with their supervisor to approve vacation dates.
- University Benefits: Group health, dental, vision, and life insurance with options for dependents; retirement package commencing 42 days after employment start date.
- Department Benefits: A furnished two bedroom apartment (including free high-speed internet, cable TV service, and all utilities) located in an apartment complex is provided for 12 months. This is a live-in position.
- Professional Development funds pending availability – amount TBD.

Campus Living
Residential Life

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buffalo.edu/campusliving

QUALIFICATIONS: Minimum: Bachelor's degree with one year full-time experience in residence hall or university apartment administration. Excellent administrative and communication skills are required. Based on the need to respond to crisis situations and serve on a duty rotation, travel within the campus, between campuses and off the campus is required. Candidates will need to demonstrate their ability to meet the transportation needs of the position. Preferred: Master's degree in Student Personnel, Counseling, Education or a related field. One to three years of full-time experience in university apartment or residence hall administration. Due to the transportation needs of the position, a valid license to operate a motor vehicle in NYS is preferred.

APPLICATIONS

Application including a cover letter, resume, and names, titles, addresses, and telephone numbers of three current references should be completed on-line at: ubjobs.buffalo.edu/. For additional information please visit the following web page: buffalo.edu/campusliving/about-us/employment-opportunities.html.

Application Deadline:

We will be conducting interviews at the Oshkosh Placement Exchange (OPE), the New York State Placement Exchange (NYS-PE), as well as The Placement Exchange (TPE). We encourage candidates to send materials early so that we can pre-schedule interviews for these conferences or conduct phone/videoconference interviews. Full consideration will be given to complete applications received by March 25, 2019.

SPECIAL INSTRUCTIONS

- This position is a one year appointment. The CD position is eligible for renewal, though renewal is not guaranteed. FLSA Exempt position, not eligible for the overtime provisions of the FLSA.
- Successful candidates will be required to pass a background check before being hired and will be required to provide an Official Transcript of most recent degree conferred before start date of employment.
- Any adult living in the provided on-campus apartment will also be required to pass a background check.

DEPARTMENTAL CONTACT:

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THE UNIVERSITY AT BUFFALO IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER (AA/EOE).

In accordance with Federal and State Laws no person in whatever relationship with the University at Buffalo shall be subject to discrimination on the basis of age, religion or creed, color, disability, national origin, race, ethnicity, sex, marital or veteran status. Additionally, New York State's Executive Order 28 and the University Board of Trustees' policy prohibit discrimination on the basis of sexual orientation.

COMPLEX DIRECTOR POSITION RESPONSIBILITIES

Staff Supervision and Training (30%)

Paraprofessional Staff

- Provide orientation, training, supervision, and regular evaluation of approximately 8-10 Community Assistants.
- Participate in the selection of Paraprofessional Staff and Student Assistants.
- Conduct bi-weekly meetings with individual Paraprofessional Staff to develop and review goals/outcomes achieved, discuss issues, recognize contributions, provide and solicit feedback.
- Assess skills and development of Paraprofessional Staff while providing experiences, opportunities, and training, which challenge and support their development.
- In conjunction with Assistant Complex Director, oversee the in-area departmental programming model.
- Attend all departmental and divisional training sessions and workshops, as required. This may include planning and facilitating training sessions for the area and departmental Paraprofessional Staff as a whole.
- Serve as a facilitator/instructor for the Paraprofessional Staff Leadership class (if needed).
- Train staff on "Show Ready" concept of operations.

Graduate Professional Staff

- Provide orientation, training, supervision, and regular evaluation of one Graduate Assistant Complex Director.
- Participate in the Assistant Complex Director selection process.
- Conduct weekly individual meetings with Assistant Complex Director to develop and review goals/outcomes achieved, discuss issues, in-area programming, recognize contributions, provide and solicit feedback.
- Assess skills and development of Assistant Complex Director while providing experiences, opportunities, and training, which challenge and support their development.
- In conjunction with Assistant Director, create Assistant Complex Director Performance Program, conduct mid-year evaluation and New York State Evaluation.
- Assist with Village Council advisement.

Clerical Staff

- Staff Supervision of an Office Manager
 - Provide orientation, supervision, assist in training and evaluation of one Office Manager.
 - Participate in the Office Manager selection process.
- Oversight of Village Office Operations
 - Supervise the check-in/check-out processes, mail and package service.
 - Investigate and respond to concerns and complaints in a manner that provides accurate information and good public relations/customer service.
 - Maintain a physical presence during most traditional business hours (outside of scheduled meetings or other professional commitments).

Village Programming (In conjunction with Assistant Complex Director) (10%)

- Coordinate staff programming efforts in conjunction with the residential curriculum and community development plan.
- Encourage staff and students in planning and developing programs to meet the diverse needs of the apartment population.
- Supervise the in-area departmental programming model including program approval, reviewing program proposals, providing program feedback and tracking program requirements.
- Regularly attend Paraprofessional Staff programs.
- Make programming purchases (shopping with Paraprofessionals Staff members and signing off on food purchases).
- Manage the programming budget including maintaining a spreadsheet/database, turning in receipts.
- Utilize eRezLife Software and UB Linked for program tracking and program advertising.

Student Conduct (5%)

- Serve as the villages' primary judicial officer to help create a positive community environment in which students learn from their actions and assume responsibility for their actions.
- Meet with students in violation of Campus Living rules, adjudicate cases, and sanction students.

- Maintain judicial records through effective use of student conduct software and accurate student files.
- Document incidents, write judicial reports, correspond effectively with students through appointment and sanction letters.
- Assist other villages and offices, including University Police and Judicial Affairs, to investigate and resolve discipline matters.

Residential Education Initiatives (10%)

- Assist in the development, execution and assessment of educational strategies, as a component of the residential curriculum.
- Conduct outreach to designated students for academic interventions.
- Facilitate paraprofessional staff one-on-one meetings with their residents 1-2 times a semesters.
- Complete area-wide learning outcome driven programs.
- Facilitate programs and training sessions around social justice and inclusive concepts.

Crisis Intervention, Counseling/Helping/Conflict Management (10%)

- Carry a cell phone provided by the department.
- Participate in the rotating “on-duty” system for the residential area, responding to emergencies on evenings and weekends.
- Maintain a 10-minute radius of the duty area while on call.
- Provide on-duty coverage, on a rotating basis, during times when the University is closed (*i.e. Fall Break, Holidays, Winter Break, Spring Break and Summer Recess*).
- Use departmental protocol to respond to crisis or emergency situations which includes providing guidance to paraprofessional staff and students.
- Provide appropriate post-crisis referrals and follow-up with students and staff.
 - **Professional Staff On-Duty Commitments**
 - The CD will participate in a rotating “on-duty” system for the residential area, which includes responding to emergencies on evenings and weekends. *These professional obligations are in addition to the outlined full-time hours per week.*
 - The CD will carry a cell phone provided by the department.
 - Maintain a 10-minute radius of the duty area when on duty.
- Serve as a resource and referral agent for students and staff with a focus on student success.
- Advise and counsel students in crisis within the apartments.
- Diffuse student roommate conflicts.

Maintenance & Facilities (in conjunction with Property Manager) (5%)

- Lead Area Team comprised of a Janitor and lead Maintenance Mechanic to address facilities issues.
- Assist in supervision of outsourced services (i.e. landscaping, snow removal, and painting).
- Conduct weekly facilities walk-through and report on-going facility and safety/security needs.
- Maintain a relationship with cleaning staff and maintenance staff including administrative support staff.
- Work directly with the Residential Facilities staff to resolve maintenance issues, vandalism and routine maintenance improvements.
- Work with custodial and maintenance staff to inspect rooms and determine final billing at the end of the academic year.
- Conduct inspections of apartments for damages, bill students’ accounts as necessary.
- Train staff on “Show Ready” concept of operations.
 - **Turnover (In conjunction with Property/Project Manager)**
 - Assist with the preparation of damage billing, in conjunction with the Property Manager/Office Manager.
 - In conjunction with Property/Project Manager, prepare instruction sheets for all contractors including but not limited to painters, cleaners, carpet/flooring/countertop installers. Communicate with PM to ensure residents receive timely notification when entering apartments/working in occupied buildings.
 - In conjunction with Property/Project Manager, provide on sight supervision to vendors to ensure quality and timely services.
 - Ensure completion of final inspection/turn-key process in preparation for resident check in.

Housing Operations (5%)

- Process student room changes (meeting with students, working with staff in other villages). Manage operations of building including room changes (at direction of Housing Operations) using the occupancy management software and databases (currently RMS).
- Assist in the opening and closing of the apartments. Oversee securing the building for university vacation periods.
- Prepare occupancy reports on an as needed basis.
- Assist the Housing Operations office to disseminate information to students and staff about room selection and on-campus housing options.

Administrative/Time Management (25%)

- Attend various departmental meetings on a weekly/biweekly basis including, but not limited to:
 - Residential Life Meeting/Development session (1 hour weekly)
 - In Area Staff Meeting (2 hours weekly)
 - Area Professional Staff meeting (2 hours weekly)
 - Meeting with Assistant Director (1 hour weekly)
 - Meeting with Assistant Complex Director (1 hour weekly)
 - Committee meeting (1-2 hours weekly plus homework)
 - Meetings with Paraprofessional staff (4-6 hours weekly) – *generally 3x/month, AHD meets 1x/month*
- Prepare end of semester and end of year reports in December and May.
- There is an expectation of general availability during most business hours. Evening commitments such as staff meetings, village council and program attendance is also expected.
- Use computer programs including by but not limited to Residential Management Systems (RMS), Microsoft Office Suite, eRezLife, Maxient, OnGuard, EMS, and Campus Labs.
 - **Departmental Involvement**
 - Participate in at least one Residential Life committee.
 - Attend and participate in all Professional Staff training and Paraprofessional Staff training.
 - Participate in and carry out responsibilities as required by the professional staff selection process.
 - Collaborate with other departmental and university offices such as University Police, Counseling, Student Life, Residential Operations, Residential Facilities or Wellness Education Services.
 - Represent the department at various functions such as Nancy Welch Awards, Paraprofessional Extended Training, RHA Association Awards and other events as needed.

PROFESSIONAL STANDARDS AND PROFICIENCIES

In evaluating the performance of a Complex Director, success will be measured by how well the staff member performs the job responsibilities and fulfills the following competencies.

- *Job Knowledge/Potential* - Possesses the competence, knowledge and experience to perform the job effectively and efficiently. Applies technical and procedural knowledge to get the job done. Continuously expands job knowledge and keeps abreast of new developments and displays innovation. Completes Professional Development Plan.
- *Interpersonal Relations/Skills* - Is cooperative, considerate and tactful in dealing with customers, co-workers and the public. Gains confidence and trust of others and exhibits appropriate sensitivity to others. Works effectively with others on a team.
- *Reliability and Commitment*- Consistently meets deadlines and is able to juggle competing priorities without sacrificing quality/accuracy. Demonstrates commitment to the unit and University goals and can be trusted to follow through on commitments.
- *Communication* - Clearly and convincingly expresses thoughts, ideas or facts orally and in writing. Responds appropriately to both written and oral directives and ensures clear, timely communications to others. Builds effective formal and informal communication channels.
- *Judgment & Accountability* - Uses good judgment and follows up as needed. Anticipates and identifies problems and helps to bring about resolutions. Is open to or offers different solutions and determines what to

handle independently and what to refer. Is accountable and takes responsibility for own decisions and actions.

- *Customer Service* - Provides quality service to customers and seeks feedback from internal and external customers. Anticipates customer needs and continuously searches for ways to increase customer satisfaction.
 - *Management/Supervision* - Visualizes, creates, communicates and sustains a positive environment. Delegates appropriately and promotes.
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SPECIAL EVENTS AND COMMITMENTS

It is important to recognize that the demands of a live-in position are different from in other jobs. The following events/time periods are mandatory and offer less time flexibility than usual weeks:

- *Late May/Early June Apartment Turnover— approximately two to three weeks (some villages)*
- *Late July/August Staff Training— five weeks including some night/weekend responsibilities*
- *Paraprofessional Staff Training—one and a half weeks including night/weekend responsibilities*
- *Opening and Closing—to cover village responsibilities to be shared with ACD*
- *Open House Days—2-4 days each semester*
- *Paraprofessional Staff Leadership Class (if needed)*
- *Paraprofessional Staff Selection—two weekend days each semester (Fall Semester if Needed)*
- *January Professional and Paraprofessional Staff Training—full time, one week including weekend responsibilities*
- *Emergency duty coverage when university is closed—shared with other full-time staff (Fall Break including Thanksgiving, Winter Break including Christmas and New Year’s Day, and Spring Break)*

Complex Directors are often considered essential employees of the university and may be required to work in order to provide essential services for students when other staff cannot. This may include official university closings due to extreme weather or other emergencies, and when other professional staff members may not be able to be on campus.

EVALUATION

The Complex Director is evaluated on a semester basis or as needed by their immediate supervisor. Evaluations are based on first-hand knowledge, feedback from other supervisors including committee chairs, and Paraprofessional Staff evaluations. A formal written, departmental evaluation is done once a year

UNIVERSITY AT BUFFALO OVERVIEW

The University at Buffalo (UB) is a premier, research-intensive public university and a member of the Association of American Universities (AAU). As the largest, most comprehensive institution in the 64-campus State University of New York system, UB’s research, creative activity and people positively impact the world. With a total enrollment of over 30,000 undergraduate and graduate students, UB offers more than 100 undergraduate degrees and nearly 300 graduate and professional programs and has alumni living in every state and 130 countries.

CAMPUS LIVING OVERVIEW

Campus Living is the largest self-sufficient unit in UB's Division of Student Life; we have our own human resources, business office, IT operation, custodial and building services staff. In a department that has over 250 full time employees and over 210 Paraprofessional Staff members, RHD positions are administratively heavy. The majority of student contact will come from meetings with Paraprofessional staff members. Interactions with residents will come from meetings, advising hall council, academic outreach and addressing student needs.

AREA DESCRIPTIONS

The University at Buffalo houses approximately 5,750 students in residence halls on both the North and the South Campus, and approximately 2,600 students in apartments located on and adjacent to the North Campus. Listed below are descriptions of the three residence hall areas:

Residence Hall Areas

Ellicott Complex and Greiner Hall: The Joseph Ellicott Complex is a self-contained living area housing more than 3,000 students. Ellicott is divided into six quadrangles (residence halls)--Fargo, Porter, Red Jacket, Richmond, Spaulding, and Wilkeson. Living areas are co-educational by alternating sections. Several special-interest areas are located within Ellicott. All of Wilkeson and Spaulding, and part of Richmond house first-year students. Fargo, Spaulding and Wilkeson house Living-Learning Communities.

William R. Greiner Hall is located next to the Ellicott Complex and houses 600 students and is the only facility that serves a sophomore-only population. The building offers suite-style living with two double rooms with an adjoining private bathroom and storage area. Kitchens, laundry rooms and lounges are on every floor, as well as study spaces and intimate seating areas throughout. Multipurpose space for workshops and social gatherings are all available to students.

South Campus Residence Halls: There are two residence hall facilities on the South Campus: Clement and Goodyear. The South Campus is located at the northern edge of Buffalo, bordering the suburb of Amherst. Each hall houses about 500 students. All of Goodyear houses first-year students. Some floors house Living-Learning Communities. Many new students are assigned to the South Campus.

Governors Complex: The Governors Complex has 4 halls in semi-suites, each consisting of four double rooms, a bathroom, and a small lounge. Each hall houses 200 students and 6 Resident Advisors. A large portion of the student population in this complex are first-year students, and many participate in learning communities.

Apartment Areas

Creekside Village is a peaceful townhouse type complex. Located at UB's north end near Bizer Creek. Creekside is one of few "green" campus housing complexes; its landscape and architecture were designed to preserve natural surroundings and for maximum energy efficiency. Creekside offers accessible ranch-style units. Half of the Creekside Village apartment complex is available to graduate students and professional students, and the other half of designated for second-year students.

Flickinger Court is located in the town of Amherst, adjacent to UB's North Campus. Flickinger Court is a townhouse complex designed to meet the needs of married, traditional, and nontraditional students and their families. Flickinger Court apartments are available to Graduate students, professional students, students with families and faculty and staff and offer 12 month leases.

Flint Village is located at UB's main entrance and is a short walk to academic buildings on UB's North Campus. The complex features comfortable and convenient living including its Arts & Crafts-style community center, and is arranged on a beautifully landscaped 16-acre site. Flint apartments are available to professional students and upper-class undergraduate students.

Hadley Village is located on the west side of UB's North Campus and is convenient to the academic "spine." Hadley Village apartments surround a beautiful community building with conference room, mail room, fitness center, and fireplace lounge. Hadley apartments are available to upper-class undergraduate students.

South Lake Village is located on the shore of Lake LaSalle and is a convenient walk to UB athletic and arts events and the academic "spine." The complex, including its large community center, is arranged on a scenic 13-acre lakeside site. South Lake Village apartments are available to professional students and upper-class undergraduate students.