



### **Complex Director (Coordinator, Residence Life)**

Emory University's Office of Residence Life is committed to creating a safe and inclusive home for students that is central to their Emory experience. In our diverse residential spaces, peers, professional staff, and faculty members collaborate to promote progressive and sustained student growth and development through the blending of their academic and co-curricular communities. Residence Life's learning outcomes encourage students to live, learn, think, and act in ways that stimulate courageous and critically engaged scholarship. These values foster a collaborative and ethically driven community that is at the core of the Emory University mission.

Complex Directors work with Residence Life staff members and the residents to facilitate an environment within the residence hall that will contribute to the intellectual, social, physical, moral, and cultural development of the students. Complex Directors articulate the philosophy and policies of the Office of Residence Life, Emory Campus Life, and Emory University, and, in turn, represent and present the needs and concerns of the students to the administration.

#### **Community Development**

- Encourage students to make the most of their Emory experience by emphasizing awareness of various possibilities for learning and personal development.
- Counsel students on various issues, as necessary, and is involved in the referral and follow up of residents to Campus Life and university professionals.
- Be available and accessible to residents by making a strong commitment to being present in the hall.
- Serve as a campus and community resource for students and staff by advising, providing guidance in planning programs and activities, and providing resources.
- Be knowledgeable of the residents located in the residence hall.
- Develop a positive rapport with residents to create and maintain a positive atmosphere that stimulates a cooperative environment conducive to studying and group living.
- Encourage students to act with reason, assume responsibility for their action, and be considerate of personal and group rights and responsibilities.
- Develops, presents, tracks, and evaluates educational programs for residents.

#### **Staff Supervision and Training**

- Teach or co-teach a peer counseling course for Resident Advisors (RAs).
- Supervise a staff of 8-15 RAs. If in a first-year hall, also supervise 9-16 Sophomore Advisors (SAs).
- Assist with recruiting, interviewing, selecting, training, and evaluating staff in the supervisory area.
- Clearly define responsibilities of staff duties.
- Develop an agenda for and facilitate weekly staff meetings.
- On a regular basis, meet one-on-one with all staff members.
- Provide staff with ongoing performance evaluations to recognize strong performance and develop steps to improve areas of weakness.

- Create opportunities for staff development throughout the year for the purposes of continuing education and teambuilding.

### **Administrative**

- Manage a department collateral during the summer and academic year.
- Maintain the budget used for hall programming and other hall-related activities and needs.
- Serve on call in a designated coverage area to handle emergency or other urgent situations.
- Respond directly to crisis situations and assist in the direction of responding staff. Ensure reporting of information in a timely, accurate, and appropriate manner.
- Demonstrate knowledge of and show consistency and thoroughness defining university policies and procedures.
- Interpret and enforce all Residence Life and university policies.
- Maintain operational oversight of one's assigned residence hall through the coordination of room inspections, coordinating the opening and closing of the hall, management of the occupancy verification process, and distribution of keys.
- Serve as the primary point of contact for residents' parents and families regarding residential situations.
- Community regularly with Campus Services and Housing Operations staff.
- Serve as a hearing officer for the Office of Student Conduct.
- Maintain confidentiality in all matters related to residents and staff.

### **Role Model**

- Convey a positive attitude towards the position and its duties and responsibilities.
- Demonstrate leadership by developing a space for students to be successful in their personal, academic, and professional pursuits.
- Act as a positive role model for fellow staff members and residents by not participating in questionable and unethical behavior.

### **Advising Residence Hall Association**

- Provide active advisement of one's respective hall council to ensure effective student-led initiatives and advocacy.
- During the fall semester, attend the Emory University RHA training conference.
- Meet regularly with individual members of the hall council.

### **Additional Details**

#### Complex Director on the Clairmont Campus

- Work with upper division (typically third- and fourth-year students) in a gated apartment community with halls of around 470 beds.
- Supervise a staff of 8-15 RAs.
- Work to develop programming for the Third and Fourth Year Experience (UDX with key partners across campus).

#### Complex Director on the Atlanta Campus

- Work with either first year or second year students in suite or traditional halls of around 300 beds.
- Supervise a staff of 10-13 RAs and potentially 10-15 SAs (Sophomore Advisors)

