



# The University of Texas at San Antonio™

## Job Description

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<b>Job Title:</b>	Complex Coordinator	<b>Job Family:</b>	Student Services
<b>Type:</b>	Exempt	<b>Job Code:</b>	13068
<b>Department:</b>	Housing and Residential Life/Housing and Residence	<b>Salary Grade:</b>	56
<b>Reports to:</b>	Assistant Director	<b>Created/Revised:</b>	9/16/2022
<b>Work Modality:</b>	On-Campus		

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## Job Summary

Primary live-in responsibility for the administration and student development functions of a residential community of approximately 1,000 students.

Assists in all aspects of the delivery of a comprehensive year-round residential program that fosters the holistic development of students.

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## Core Responsibilities

- Typical:
  1. Responsible for providing overall leadership for an assigned residential community.
  2. Hire, train and supervise residential staff. Develop student staff selection, orientation, training and personal professional growth opportunities. Ensure staff are effectively evaluated.
  3. Plan, coordinate and monitor residential staff work schedules and activities.
  4. Assure hall coverage by establishing specific daytime, evening, and weekend duty schedules for assigned staff as well as during vacation and break periods.
  5. Actively participate in professional staff recruitment, selection, training, and staff development processes, and other departmental functions and priorities.
  6. Provide leadership and direction for development of interpersonal relationships with and among students in residential communities to ensure a safe, secure, healthy living and learning environment.
  7. Maintain consistent and direct contact with students throughout the residential community and maintains departmental visibility.
  8. Create engaging residential communities by overseeing the implementation of the departmental residential curriculum.
  9. Lead residential engagement efforts through multiple avenues, including but are not limited to, in-hall opportunities, large scale campus and athletic events, student interactions, and educational programming.
  10. Manage department procurement card, primarily utilized for residential programming purposes. Maintain up-to-date documentation and adhere to monthly reconciliation deadlines.
  11. Support department SIH and LLC community collaborations regarding academic and community development initiatives.
  12. Serve as a hearing officer for violations of housing community policy and Student Code of Conduct

- violations as directed.
13. Adjudicate conduct cases utilizing Maxient to accurately update, maintain and manage student conduct records.
  14. Participate in the on-call duty rotation to respond to emergencies, students in crisis, urgent customer service situations and urgent maintenance situations. Prepare reports on resident activities and resident status.
  15. Coordinate with HRL Facilities on the maintenance, safety, and security of the facility. Monitor, report on and follow up on work order requests.
  16. Perform other duties as assigned.
- Periodic:
    1. Collaborate with campus resources such as, but not limited to, the Behavioral Intervention Team, Equal Opportunity Services / Title IX Office, PEACE Center, and Counseling Services in support of individual residents and the residential community.
    2. Represent Housing and Residence Life in committees and at university functions as necessary.
    3. Provide leadership and direction for special tasks and other duties as needed or assigned.
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## **Minimum Requirements**

### **Education/Certifications**

- Bachelor's degree

### **Preferred Education/Certifications**

- Master's Degree

### **Experience**

- Two years experience in one of the following areas: Student Affairs, Student Housing, Student Activities, Student Orientation, Counseling Services or related field.
- Strong time management and organizational skills.
- Strong communication skills.
- Criminal Background Check (CBC).

### **Preferred Experience**

- If substituting Master's degree for years of experience required: the required degree must be in Student Personnel, College Student Development, Higher Education Administration or Leadership, Counseling, Sociology, Social Work, any field of ethnic study, Psychology, Communication, Anthropology, Bicultural-Bilingual Studies, History, Public Administration, or related field.
  - 1 Year Education = 1 Year Experience.
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## **Knowledge Skills & Abilities**

- Personal computer and standard office equipment. Experience with Word, Excel, PowerPoint and Outlook.
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## **Core Competencies**

Individual Contributor:

Customer Focus, Dealing with Ambiguity, Functional and Technical Skills, Action Oriented, Self-Development

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## **Working Conditions**

### **Working Environment:**

- Typical university residential facility atmosphere.
- Position will reside on-campus and have live-in responsibilities including on-call duty and on-duty rotation with other professional staff members.
- Position will require extended hours as needed by the department.
- Position requires occasional travel with students to various conferences.
  
- General supervision from the Executive Director of Housing and Residence Life.
- Direct supervision to Graduate Assistants, Community Assistants and Resident Assistants.

### **Physical Demands:**

With or without reasonable accommodations:

- Will require the ability to ascend/descend stairs to access all levels within a housing unit.
- May occasionally require navigating close quarters, small-enclosed rooms, and other areas that could cause claustrophobia.
- May occasionally require navigating through cluttered student rooms and/or narrow passageways.
- May occasionally require moving furniture and related objects to and from the residential community or within a resident room.