

University of Wisconsin - Madison

Position Vacancy Listing

PVL # 85033

Working Title:

UA Assistant Director of Resident Programs and Support

Official Title:

STUDENT SERVICES CORD(T25DN)

Degree and area of specialization:

-Minimum of Bachelor's Degree in Social Work, Student Affairs, Higher Education Administration, or related field. Master's preferred.

Minimum number of years and type of relevant work experience:

-Minimum of 3-5 years applicable professional experience in one or more of the following areas: university housing administration, student affairs, residence life, neighborhood or community center management, community social work, or related field.

-Experience working with a diverse population is required.

-Physical requirements: Ability to lift 25 pounds

-Valid Driver's License preferred.

Principal duties:

The Division of University Housing is committed to providing an exceptional workplace for its workforce of approximately 450 career staff members and over 2,000 students. University Housing provides an inclusive and safe working environment that promotes engagement, empowerment, and professional development. University Housing operates nineteen residence halls across the University of Wisconsin-Madison campus, providing a home to over 7,400 undergraduate students. We also operate three apartment communities serving 3,000 graduate students, postdoctoral researchers, faculty, academic staff, and their families. We manage seven dining venues across campus, and provide conference group and youth camp housing throughout the summer months.

University Housing is divided into six main departments: Administration, Dining & Culinary Services, Residence Hall Facilities, Residence Life, Information Technology, and University Apartments. Whether we're launching new academic support services, testing out a new recipe, renovating resident rooms, organizing welcome events, cleaning our facilities, or inviting a new summer youth camp to campus, everything that we do is to support the mission of the University

and fulfill University Housing's goal to be, "The place everyone wants to live."

University Apartments is a department within the Division of University Housing at the University of Wisconsin- Madison. As a student service organization, University Apartments provides on-campus housing, programs, and services for our residents. These services actively support the mission of the University while also meeting the needs of the students, families and guests by fostering the development of a residential community. The University Apartments staff provides these services to a community of approximately 3,000 residents in 1243 apartments on 83 acres; graduate students, staff, post docs and their families; many of whom are international. All programs and services sponsored by University Apartments are funded through rent and user fees.

Under the general supervision of the Director of Resident Support Services, the Assistant Director of Resident Support and Programs requires a unique combination of skills and experience. The University Apartments community is one of the most diverse neighborhoods in the city of Madison, serving a population of international as well as underrepresented domestic graduate students and their families. Our community is multigenerational, multicultural, and multilingual. This role is equal parts supervisor, administrator, events coordinator, student affairs/residence life professional and a member of the University Apartments leadership team.

The Assistant Director of Resident Support and Programs supervises the programming and administrative resident support staff. This professional is a key member of the Resident Support Services team, responding to resident concerns and serving as a resource and advocate for residents of all ages, referring residents to appropriate staff, campus and community resources, and working closely with the University Apartments Leadership team, University Apartments Assembly and University Apartments residents to identify community needs, and program accordingly to address those needs. This position is also responsible for the general operation of the Community Center, University Apartments office and Apartment Facilities office.

A successful applicant will be creative, self-motivated, and able to work independently; a problem solver who is comfortable operating within a large institution and navigating the "grey areas" as well as the ability to maintain a sense of humor. They will need to maintain a reputation for and model honesty, candor, confidentiality, fairness and reliability. The position requires the ability to effectively communicate compassion, consideration, and caring to both internal and external customers. Team members must contribute to the apartments environment: valuing, encouraging, and including differences of all kinds.

This position has been identified as a SUPERVISOR within the University Housing Competency Pyramid. As such, it is critical that this Supervisor exhibit the following skills and competencies: Verbal Communication; Supports Employee Development Opportunities; Problem Solving; Written Communication; Supervision; Builds Trust & Team; Managing Performance/Accountability and Understands Impact. The supervisor will provide information, tools, resources and opportunities to help others improve their skills and abilities. They will proactively anticipate and address concerns of employees, peers, upper management and customers. The successful applicant understands the organization and the effect decisions have on other parts of the organization.

University Apartments is committed to demonstrating our Division of University Housing Core Values: Care in how we approach people and our work; Creativity in solving problems; Integrity in our interactions with staff and customers; Optimism, focusing on opportunities and positive outcomes; Respect for the differences, strengths, and potential in people; Stewardship of human, financial and natural resources; and Excellence in customer satisfaction and communication.

University Housing is an essential services provider and all University Housing employees are part of this commitment to our residents and guests. University Housing is unique from many other state agencies and university departments because we cannot close as our services must be maintained at all times.

Goal and Worker Activities

Goal A - 30% - Supervise resident support and program staff.

1. Hire, train, supervise and develop resident support and programming staff. Take ownership of team performance, success and failures.
2. Teach staff necessary skills to be successful in their positions.
3. Set clear expectations and hold staff to them. Provide timely, regular, feedback to staff.
4. Create a high functioning team in the resident support and programs area.
5. Follow up on commitments and keep others on leadership team, direct reports and customers appropriately informed in a timely, accurate and complete basis.
6. Help employees quickly and effectively understand and adjust to new roles, challenges and changes in the University environment and in their jobs.
7. Effectively communicate with and to different constituencies, including, but not limited to internal and external customers.
8. Maintain and coordinate office coverage to provide support to University Apartments residents and staff.
9. Responsible for organizing after-hours support and staffing for UA Community Center, programs and events.
10. Assist with the supervision of all University Apartments Resident Support staff and provide management coverage for University apartments operations in the absence of other managers.
11. Provide after hours, weekend and holiday coverage on a rotating basis with all University Apartments supervisors as a Supervisor on Call.
12. Participate on the University Apartments Leadership team.

Goal B - 30% - Provide resident support and programs for the University Apartments community.

1. Develop, coordinate and implement community programs, services, classes and events on and off site. Programs should address the social, cultural, recreational, educational, and wellness needs of the diverse residents of University Apartments.
2. Oversee the production of weekly calendars, flyers, educational and promotional materials for programs and services.
3. Develop programming goals, supervise programs, and assist in planning, implementing and evaluating programs by recreation staff and volunteers.
4. Recruit, train, and supervise volunteers to provide community programs, classes, tutoring, and services.

5. Evaluate ongoing changing resident demographics to provide programs and services for current population of residents, including families, children, teenagers, single graduate students and more.
6. Respond effectively and promptly to resident and staff concerns with professional and appropriate communication; provide information and training as needed or directed.
7. Assist with development of operating, labor and supply budgets.
8. Participate in the development of long range goals and objectives for University Apartments.
9. Work closely with the University Apartment leadership team to develop, plan, and implement marketing and informational materials for residents, prospective residents and staff, utilizing social media, web-based and print publications.
10. Develop and implement communications to residents and staff regarding urgent, sensitive and/or safety-related concerns.

Goal C - 20% - Manage daily operations of the University Apartments Community Center, Office and Apartment Facilities Office

1. Provide oversight and supervision for the management of the University Apartments and Apartment Facilities offices and the UA Community Center.
2. Create and implement Community Center building use policies, including opening and closing procedures, building security measures and building use policies.
3. Serve as department administrator for event management system and manage online calendars for Community center usage.
4. Collaborate with the Assistant Director of Apartment Facilities: Projects & Safety/Loss Coordinator to identify and prioritize short and long term building improvements for Community Center.
5. Coordinate services, events, and building use with Resident Support Services, Resident Managers and Eagle's Wing teaching staff.

Goal D - 20% - Provide customer care model that creates an exceptional living experience for University Apartments residents.

1. Establish and maintain effective working relationships with people from diverse backgrounds, opinions and traditions.
2. Contribute to an environment where differences are valued and encouraged, and all are included.
3. Demonstrate compassion, consideration and caring.
4. Demonstrate customer focus by seeking out, understanding, and responding to the needs of both internal and external customers.
5. Respond to needs, questions and concerns of customers in an accurate, effective and timely manner.
6. Competently adapt to multicultural issues and model exceptional people skills to residents and staff.
7. Other duties as assigned.

Knowledge, Skills, and Abilities:

1. Previous supervision experience required.
2. Intermediate skills and experience in print and electronic outreach and social media.
3. Work experience within a University Housing setting preferred.

4. Familiarity with operations of a neighborhood or community center preferred.
5. Advanced ability to coordinate and direct scheduling of numerous activities and personnel at one time.
6. Experience in working with a diverse and international community.
7. On-call/emergency duty coverage experience preferred.
8. Exceptional written and oral communication skills.
9. Provide high-level customer service.
10. Provides information, tools, resources and opportunities to help others improve their skills and abilities.
11. Proactively anticipates and addresses concerns of employees, peers, upper management and customers.
12. Understands the organization and the effect decisions have on other parts of the organization.

Additional Information

Schedule: Hours will vary depending on operational need, and events scheduling. Typically fall between 8am - 8pm from Monday through Friday. Earlier, later, weekend, and holiday hours are required as needed. Provide after hours, weekend and holiday on-call coverage, approximately once every 12 weeks.

A criminal background check will be conducted prior to hiring.

A period of evaluation will be required

Employee Class:

Academic Staff

Department(s): U HSG/UNIV APTS OFFICE

Full Time Salary Rate: **Minimum** \$45,000 ANNUAL (12 months)
Depending on Qualifications

Term: This is a renewable appointment.

Appointment percent: 100%

Anticipated begin date: MARCH 15, 2016

Number of Positions: 1

TO ENSURE CONSIDERATION

Application must be received by: FEBRUARY 11, 2016

HOW TO APPLY:

In order to apply, applications must be submitted online at

<https://uwjobapply.wisc.edu/Apply.aspx?pvl=85033>

To apply online, applicants must submit a cover letter and resume within the online application system. Within the cover letter, please express why you are interested in this position and answer two questions in 150-120 words each:

- What are some programmatic support ideas for older, returning graduate students?
- Please describe what experience you have had living and/or working in a diverse community.

Within the online application system, please identify three professional references that will be able to speak towards your performance in your current and/or most recent positions. University Housing requires that at least two of the three references be either your current or most recent supervisors.

Failure to submit complete application materials within the online application system will result in ineligibility for this position. A criminal background check will be conducted on all finalists.

For additional information regarding this position, please call: 608-262-2766

Questions about the position can be directed to:

Kylee Zander Phone: 608-262-2766

34 Slichter Hall Fax: N/A

625 Babcock Drive Email: hr@housing.wisc.edu

Madison, WI 53706

Relay Access (WTRS): 7-1-1 (out-of-state: TTY: 800.947.3529, STS: 800.833.7637) and above
Phone number (See [RELAY SERVICE](#) for further information.)

If you need to request an accommodation because of a disability you can find information about how to make a request at the following website: <http://www.oed.wisc.edu/478.htm>

NOTE: Please indicate in writing if you request that your identity be kept confidential. If you do not indicate your preference to remain confidential, the University may be required to disclose your identify and/or application materials. The identity of finalists and successful candidates will be revealed upon request. See Wis. Stat. sec. 19.36(7).

UW-Madison is required by law to request data from applicants for employment in order to monitor its recruitment and selection practices. In order for us to meet this federal reporting requirement, please go to <http://www.oed.wisc.edu/reports-and-forms.htm> to fill out the Voluntary Self-Identification of Disability Form and the Applicant Self-Identification Form for Protected Veterans. **Please reference the Position Vacancy Number when uploading your completed forms.** Completing these forms is voluntary and your responses will be kept confidential and is not considered as part of the hiring criteria.

UW-Madison is an equal opportunity/affirmative action employer.

We promote excellence through diversity and encourage all qualified individuals to apply.

Feedback, questions or accessibility issues: ohrwebmaster@ohr.wisc.edu

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