

ARD – GENERAL

APPOINTMENT: 10 Month Graduate Assistantship / July 26 - May 31 (Optional June/July Employment)

GENERAL FUNCTION OF POSITION

The Associate Resident Director (ARD) is responsible for the shared management, administration, services, and activities in a residential building/complex with the supervision of a full-time staff member. As a member of the professional staff, ARDs assist with the overall quality and efficiency of administrative activities as they relate to University Housing and Dining Services. ARDs are expected to use an approach that balances sound developmental concepts with a managerial philosophy in carrying out assigned duties. On specific occasions, you may be called upon to perform additional duties up to and including the coordination and supervision of specific projects, committees, and/or activities for the department.

This is a required live on-campus position that includes the expectation of eating in our University-operated dining centers to provide policy enforcement within the dining facilities and to promote community development for staff and students. This position reports directly to the Complex Director for University Court and the Associate/Assistant Director for Marketing.

GENERAL DUTIES & RESPONSIBILITIES

- Facilitates an awareness and sensitivity in celebration of cultural diversity.
- Assists in the recruitment, selection, training, and evaluation of staff members.
- Monitors and documents behavioral concerns. Adjudicates instances of University violations in conjunction with the Office of Student Standards.
- Provides crisis intervention as situations arise. Utilizes on-campus resources to make appropriate referrals for students who need and/or require assistance.
- Serves as the primary on-call and/or emergency contact person for residential building/area. Participates in on-call responsibilities for building/area.
- Establishes regular office hours within the residential area. Maintains a high level of contact with residents and staff by walking the area on a regular basis.
- Participates in departmental committees with varying focuses such as academics, social justice, and training.
- Attends regularly scheduled departmental staff meetings, individual consultations with supervisor/supervisees, and facilitates area meetings.
- Performs other duties as assigned by administrative personnel.



ARD – RESIDENCE HALLS

AREA SPECIFIC DUTIES & RESPONSIBILITIES

- The Associate Resident Director (residence halls) directly reports to the Complex Director in his/her assigned area.
- ARDs are actively involved in the selection, training, supervision and evaluation of 4-10 Resident Assistants (RA), a full-time secretary, Desk Assistants (DA), and Night Assistants (NA).
- Shares administrative responsibilities of a residential building along with the Complex Director. Coordinates office operation, completes necessary paperwork, and works with Building Service Workers, Dining Staff, and Facilities Planning & Management personnel to ensure safety and security within the designated area.
- Works to ensure that all residents feel included and welcome by overseeing community, academic, and personal programs in collaboration with other residence life staff and/or University departments.
- Is knowledgeable of departmental and University policies and ensures that students and staff with whom he/she interacts are aware of such policies within all residential communities and residential dining centers.
- May serve as advisor to building/area council, Residence Hall Association (RHA), and local chapter of the National Residence Hall Honorary. Monitors and approves financial transactions to ensure funds are used properly.
- Has option to assist with the Summer Conference Program operation.



WEBSITE SPECIALIST

- Serves as a member of the University Housing and Dining Service Marketing Team.
- Completes all website maintenance and updates for University Housing and Dining Services and related web pages.
- Serves as an administrator for University Housing and Dining social media accounts (i.e., Facebook, Twitter, Instagram, etc.).
- Coordinates production of videos for departmental use.
- Assists with implementation of various departmental campaigns.
- Prepares and submits reports as assigned.
- Assists in the supervision and management of the undergraduate Marketing Assistants.
- Actively participates in weekly departmental meetings.
- Assists with the supervision and management of University Court Apartments.
- On-call evening and weekend responsibilities.
- Assists with apartment inspections.
- Compiles and distributes University Court information in a newsletter format.
- Shows apartments to potential residents.
- Other duties as assigned.



MARKETING SPECIALIST

- Serves as a member of the University Housing and Dining Services Marketing Team.
- Designs questionnaires, selects sample groups, and analyzes data of annual resident satisfaction survey.
- Arranges and analyzes collected information.
- Performs research including surveys, focus groups, and institutional benchmarking as requested.
- Assists with administering the University Housing and Dining social media accounts (i.e., Facebook, Twitter and Instagram) and provides data analysis of all accounts.
- Assists with various departmental campaigns.
- Prepares and submits reports as assigned.
- Assists in the supervision and management of the undergraduate Marketing Assistants.
- Actively participates in weekly departmental meetings.
- Assists with the supervision and management of University Court Apartments.
- On-call evening and weekend responsibilities.
- Assists with apartment inspections.
- Compiles and distributes University Court related information in a newsletter format.
- Shows apartments to potential residents.
- Other duties as assigned.



ARD – GREEK COURT

AREA SPECIFIC DUTIES & RESPONSIBILITIES

- The Associate Resident Director (Greek Court) reports to the Complex Director for Greek Court and the Director of Fraternity and Sorority Programs.
- ARDs are actively involved in the selection, training, supervision, and evaluation of Senior Staff Assistants (SSA) and Desk Assistants (DA).
- Coordinates office operation, completes necessary paperwork, and works with Building Service Workers and Facilities Planning & Management personnel to ensure safety and security within the designated area.
- Collaborates with Building Service Workers to ensure safe and clean living environments. Meets regularly to address and resolve issues as they arise.
- Coordinates and advises educational programs and activities in areas identified by University Housing & Dining Services and Fraternity & Sorority Programs.
- Assists the residents living in the assigned Greek Court complex by being available when needed.
- Assists all fraternities and sororities with programs, ideas, activities, and the overall operation of their housing needs.



- Is knowledgeable of departmental and University policies and ensures that students and staff with whom he/she interacts are aware of such policies. Maintains knowledge of Fraternity and Sorority Programs, Greek Councils, and individual chapter policies.
- Supports and offers advisement to Greek Court Council, Panhellenic Council (PHC), National Pan-Hellenic Council (NPHC), Interfraternity Council (IFC), Honorary Organizations, Greek Week, and other strategic assignments.
- Has the option to assist with the Summer Conference Program operation.



ADDITIONAL INFORMATION: Although there is a two-year commitment to the assigned building/area, Associate Resident Director transfers may be considered in the event of departmental needs that arise during a selection process. Staff members may be required to move apartments during the summer months due to building renovations or conference related conflicts.

DIVERSITY, NONDISCRIMINATION, AND AFFIRMATIVE ACTION: America draws its strength and vitality from the diversity of its people. Eastern Illinois University is enriched by building a campus that celebrates and draws upon the talents of all its students, faculty, and staff.

Eastern Illinois University provides equality of opportunity in education and employment for all students and employees. Discrimination based upon race, color, sex, religion, age, national origin, ancestry, marital status, disability, veteran status, sexual orientation, or any other basis of discrimination precluded by federal and state statutes, is strictly prohibited.

Moreover, as prescribed by federal guidelines, the University is committed to a program of affirmative action to alter patterns of employment which indicate under-representation of members of minority groups and women. The University further pledges itself to a program of affirmative action as prescribed by statute to employ, and advance in employment, qualified disabled individuals, Vietnam-era veterans, and special disabled veterans.