



Manhattan School of Music Position Description

Title:	Director of Residence Life
Department:	Office of Student Affairs
Reports to:	Dean of Students
Supervises:	Directly: One Coordinator of Residence Life and one Residence Life Graduate Intern; Indirectly: 17 Resident Assistants, two Mentor Resident Assistants, six Student Office Workers
Internal contacts:	Residence Hall residents, Facilities, Student Affairs and Residence Life staff, all staff and faculty
External contacts:	Administrators at other schools, summer conference groups, parents and vendors
Date of Posting:	November 16, 2017
Start Date:	Immediate

Manhattan School of Music is deeply committed to excellence in education, performance, and creative activity; to the humanity of the School's environment; and to the cultural enrichment of the larger community. A premier international conservatory, MSM inspires and empowers highly talented individuals to realize their potential. We take full advantage of New York's abundant learning and performance opportunities, preparing our students to be passionate performers, composers and teachers, and imaginative, effective contributors to the arts and society.

The G. Chris and SungEun Andersen Residence Hall provides convenient, safe, and comfortable housing for 500 MSM undergraduate and graduate students. In addition to double and single rooms, Andersen offers 72 practice rooms, laundry facilities, a fitness room, and 5 student lounges. Andersen is supported by 24-hour security and an active Residence Life staff.

The Director of Residence Life serves as the chief administrative officer for the campus housing program. The director will provide leadership and administrative oversight for the residence life program as well as housing operations. The director will provide front line administrative oversight for daily operations and is responsible for guiding and mentoring staff and students, coordinating emergency response procedures, and implementation of recruitment and retention efforts.

The director will work closely with staff from other student affairs units, auxiliary units, enrollment services and academic affairs to coordinate development of residence communities that enrich the campus student experience. The director will also work with various campus constituencies to implement programs, services and activities that impact the overall student experience.

Domains

Residence Life Responsibilities

- Oversee the assessment, planning, promotion, implementation, supervision, and evaluation of all programs and services within Residence Life and Housing.
- Develop departmental goals, strategies, operations, and processes while collaborating with the community to develop learning opportunities for students.
- Supervise one full time Coordinator of Residence Life and one Residence Life Graduate Intern; Indirectly supervise Resident Assistant Staff (19 students)
- Coordinate weekly staff meetings to provide relevant information and clear communication
- Maintain a high level of visibility with student residents
- Engage residents in the mission, vision and values of the Office of Student Affairs by creating residence hall programs and encouraging participation in these activities, hall governance and student life
- Serve as the primary staff member for "on-call" student behavioral and mental health emergencies
- Serve on the Emergency Management Team
- Coordinate crisis management protocols, responses and follow ups with Security, Counseling Services, Health Services, Facilities, and Student Development.
- Create and promote an environment which supports student growth and development
- Clearly communicate, interpret and enforce Residence Life and School policies
- Advise and refer students to appropriate offices and resources concerning personal, artistic and academic concerns
- Work with counselors and nurse in the Health Center to assist students as needed
- Plan and conduct all training, recruitment, selection, and evaluation of student leadership positions for Office of Student Life with the Director of Student Life and the Dean of Students

Housing Operations:

- Develop the housing occupancy projections, long-range planning and budget reconciliation in conjunction with the finance department.
- Manage budget and quality record keeping of all expenses for programming and staffing in the residence hall
- Manage and coordinate all functions related to the application/contract process and payment for all campus residence facilities.
- Develop and implement an asset management program for residential facilities to include furniture inventories.
- Manage student conduct records and occupancy records
- Manage key and mail distribution
- Maintain a working relationship with tenants of Manhattan School of Music
- Oversee the department's communication and information systems.
- Develop, update, and maintain the application/brochures, rental agreements, office policies and procedures manual, School publications, and the department website.
- Coordinate a marketing program that will maintain housing counts at a level that assures or exceeds adequate financial support for department operations.
- Coordinate with the Facilities Department all maintenance, repair, cleaning, security and safety related concerns
- Promote and execute all tasks related to a full summer conference program
- Coordinate with Facilities the long range housing and student facilities planning and processes for renovation and construction.

Student Affairs Responsibilities

- Support the Office of Student Affairs in its mission to support student growth and development
- Assist the staff in planning, creating and implementing procedures, policies, programming and other services for students
- Attend Office of Student Affairs staff meetings
- Advise student organizations
- Assist with large campus events
- Serve as primary Conduct Officer and hold judicial hearings in coordination with the Dean of Students
- Serve as MSM's "Trained Official" related to Title IX response.
- Serve on the Campus Assessment Response and Evaluation (C.A.R.E.) team

Job Requirements:

- Master's degree preferred in Student Personnel, Higher Education Administration, Counseling or a related field
- 3 - 5 years related experience; prior live-in experience
- Quality oral and written communication skills
- Counseling, mediation and crisis management skills
- Advanced knowledge of database systems (Jenzabar) and Microsoft Excel a plus
- Excellent and persuasive communicator with the confidence to gain credibility and respect
- Ability to work well with a diverse population, including international students
- Sensitivity to and awareness of musicians and artists
- Self-initiator within a team structure
- Comfortable and resourceful in an urban setting
- Positive attitude with a creative approach to managing difficult situations
- Team player with a strong work ethic and a sense of humor
- Ability to maintain a high level of confidentiality

Equal employment and equal educational opportunity have been and will continue to be fundamental principles at Manhattan School of Music, where employment and enrollment are based upon personal capabilities and qualifications without discrimination or harassment because of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, marital status, citizenship or veteran status, disability, or any other characteristic protected by law. Manhattan School of Music does not permit retaliation against individuals who oppose a discriminatory practice or participate in an investigation.

Salary is commensurate with experience. Compensation includes a two-bedroom apartment with utilities. A full benefits package is offered.

Contact Information:

Applicants are encouraged to submit a cover letter, résumé and a list of three references with contact information as soon as possible. Résumés will be reviewed until the position is filled. Résumés should be mailed or emailed:

Dr. Monica Christensen, Dean of Students
Manhattan School of Music
120 Claremont Avenue
New York, NY 10027
Email: candidatesearch@msmny.edu