

Job Title	Residential Life Manager
PVN ID	BM-2205-004806
Category	Instruction and Social Service
Location	BOROUGH OF MANHATTAN C. C.
Department	Academic Affairs
Status	Full Time
Annual Salary	\$50,000.00 - \$55,000.00
Hour(s) a Week	35
Closing Date	Jul 23, 2022 (Or Until Filled)

General Description

The Borough of Manhattan Community College (BMCC), the largest community college in the City of New York's (CUNY) college system, seeks a Residential Life Manager (RLM) to live in The Towers to supervise 30 BMCC students. The Towers is an apartment-style residence hall designed to assist students in making the most of their college experiences.

BMCC students assigned to the Towers struggle with housing insecurity; residency at The Towers will be available for them for twelve months of the year. Students will live in double rooms with a shared kitchen and bathroom. The RLM will live in single room containing a private kitchen and bathroom. The RLM will be required to live in the dormitory twelve months of the year. The RLM will be supported by a residential advisor who will also live in the dorm fulltime.

DUTIES AND RESPONSIBILITIES

- Case-management and supervision of 30 formerly homeless and housing-insecure community college students;
- Defend the rights of individuals so long as they do not conflict with College policy, laws, or norms;
- Connect students to the appropriate college based wraparound services in and outside of the college and university;
- Coordinate moves in and out of housing, room assignments, matching roommates, exit interviews, and counseling roommates;
- Provide analytical, quantitative and qualitative reports to coincide with program mission and complete data entry quickly and accurately;
- Develop and build community among students by hosting events (i.e. workshops, cultural outings);
- Support students to address and resolve interpersonal issues that may arise within the dorm
- Be informed and well-versed on the college's and university's rules and regulations for maintaining a safe and healthy residential environment;
- Assist in the management of crises and report emergencies or serious illnesses;
- Coordinate with other campus programs, specifically ASAP, CUNY EDGE, CD, and UMLA as needed;

- Conduct assessments, review student progress, including degree mapping and transition planning;
- Serve as liaison to the director of residential life;
- Know all students in the program on the floor, passage, or hall section;
- Be on call on selected weekends; must remain close to dormitory and able to return to dorm if needed.

Other Duties

- Ability to work in a team while also handling individual day-to-day responsibilities independently;
- Work with students to address any issues impacting their participation in program activities;
- Collaborate with other college departments including financial aid, the bursar, the registrar, counseling center, etc. to refer students and obtain student information;
- Work closely with college resident advisors to develop community building activities;
- Be reachable at all times by phone;
- Support student-centered events (i.e. reserving space, communicating with students, managing vendors, maintaining RSVP lists, setting up and taking down event), and foster a welcoming, supportive environment for students;
- Work closely with college leadership to ensure program quality;
- Other students may look to you as a role model. Your actions and words can influence students in ways that you may not have intended. Be cognizant of the role you have accepted, and make efforts to maintain as a solid, consistent, and well-rounded member of the college.
- Perform related duties as assigned.

SKILLS

- Must possess basic cultural competence skills which include active listening, demonstrating empathy, and effective engagement;
- Flexibility to change and update behaviors, processes, and systems that are not working and try a new approach;
- Proactive and flexible, with ability to establish plans and manage a varied workload, deadlines and conflicting priorities;
- Crisis management skills to triage students who need counseling or medical help;
- Must be well versed in/familiar with BMCC academic requirements and procedures;
- Ability to interact respectfully with young college students, older non-traditional college students, faculty members, directors of college programs, and funders;
- Must be well versed in college/university services and able to make appropriate student referrals;
- Ability to counsel students from different age demographics who are transitioning out of housing insecurity and into dorm life.

Qualifications

- Bachelor's degree and at least three years' relevant experience required, preferably in an educational or social service program serving low-income students;
- BSW, MSW, MA in higher education or student affairs preferred.
- Must be fully vaccinated;

- Experience working with housing insecure, or homeless students preferred;
- CPR certification;
- Detail-oriented with strong organizational skills;
- Very strong communication skills (written, oral and interpersonal) required;
- Experience developing and managing partnerships and relationships;
- Proficiency using standard office computer programs, systems, survey tools, and databases;
- Experience collecting, reporting, and using data to make strategic decisions;
- Ability to speak a language in addition to English a plus.

PREFERRED

- Experience with CUNY;
- Bilingual – Spanish and English;
- At least two years previous experience as a Resident Advisor or student life employee.