

Job Title	Residential Life Manager
PVN ID	BM-2301-005351
Category	Instruction and Social Service
Location	BOROUGH OF MANHATTAN C. C.
Department	Student Affairs
Status	Full Time
Annual Salary	\$50,000.00 - \$55,000.00
Hour(s) a Week	35
Closing Date	Mar 18, 2023 (Or Until Filled)

General Description

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 BMCC students living in the facility. 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. Housing is included with this position. The RLM will live in single room containing a private kitchen and bathroom. The RLM will be required to live in on-site twelve months of the year. The RLM will be supported by a Resident Assistant who will also live in the facility fulltime.

DUTIES AND RESPONSIBILITIES

- Case-management and supervision of BMCC students, most of which are part of a program to support formerly homeless and housing-insecure community college students;
- Supervise Resident Assistant staff;
- Responsible for overseeing the student recruitment, interview process, orientation, and move in process;
- Coordinate moves in and out of housing, room assignments, matching roommates, exit interviews, and other operational functions;
- Connect students to the appropriate college based wraparound services in and outside of the college and university;
- Provide analytical, quantitative and qualitative reports to align with program mission and complete data entry quickly and accurately;
- Develop and build community among students through programming (i.e., workshops, cultural outings);
- Support students to address and resolve interpersonal issues that may arise within the residence hall and mediate roommate conflicts when needed;
- 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 to necessary parties;
- Collaborate with other campus programs;
- Conduct academic assessments, review student progress, including degree mapping and transition planning;
- Serve as liaison to the director of the BMCC Advocacy and Resource Center;
- Be on call on selected weekends with the ability to return to the facility quickly (within an hour) if needed.

Other Duties

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, but not limited to, financial aid, bursar, registrar, counseling center, to refer students and obtain student information;
- Work closely with college resident assistant(s) 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;
- Provide assistance with major college-wide events such as commencement, orientation, registration and honors convocation;
- Participate in campus-wide retention and persistence outreach and activities;
- Perform related duties as assigned.

Qualifications

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;
- Must possess strong interpersonal, oral, and written communication skills, with attention to detail and proven leadership;
- 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;
- Established record of successful implementation of student programs for a diverse student population and successful college-wide collaborations preferred;
- Be a dynamic individual who can work independently and under general supervision to provide courteous and accurate customer service to all students, visitors, and campus community;
- Proficiency in Microsoft Office Suite (including Excel functions), student databases, social media, Blackboard, Zoom and Adobe Photoshop a plus.

PREFERRED

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