**San Diego State University**

**Residential Education Office**

**Front Desk Security Manager**

**Position Description**

1. **POSITION INFORMATION**

JOB TITLE Front Desk Security Manager

DEPARTMENT Residential Education

DIVISION Student Affairs

SUPERVISOR Residence Hall Coordinator

1. **DIVISION OF STUDENT AFFAIRS**

The Division of Student Affairs as San Diego State University, as a partner in the educational enterprise, contributes to the success of our students. Through our services, programs and activities, the intellectual, vocational, physical, personal, social and cultural development of all students is encouraged. Our ability to educate the “whole person” and provide quality student services allows us to build alliances for students in and out of the classroom. The Division of Student Affairs, serves, advises, and consults with campus administration, students and parents on policy decisions and is responsible for the activities of its units: Student Health Services, Career Services, Communications Services, Compliance and Policy Analysis, Student Disability Services, Residential Education, International Student Center, Center for student Involvement, Educational Opportunity Program, Financial Aid and Scholarships, Counseling and Psychological Services, Testing, Student Rights and Responsibilities, Ombudsmen, Information Systems Management and New Student and Parent Programs.

1. **Residential Education Office**

The Residential Education Office strives to provide safe and supportive on campus living learning communities where diverse students are challenged to develop holistically; as scholars, citizens and leaders. Residential Education staff members are dedicated to providing curricular and co-curricular experiences to develop and enhance residents’ academic success, awareness and appreciation of diversity, and civic responsibility.

Residential Education’s values are set to a core of beliefs that guide our work with students, colleagues, faculty and other constituents. While contributing to the goals of the University and the Division of Student Affairs, staff members of the Residential Education Office strive to:

* Achieve excellence in all that we do.
* Address students as unique individuals with multidimensional needs and unlimited potential for personal development.
* Promote integrity, accountability, responsibility, respect and collaboration.
* Promote the connectedness between curricular and co-curricular learning.
* Embrace, celebrate, and educate issues related to diversity.
* Develop communities that embrace civic responsibility, life-long learning, and healthy lifestyles.
* Maintain balance and perspective, serving as sound role models for others.
* Innovate, evaluate and refine programs to best meet the needs of the changing student population.
1. **EDUCATIONAL OBJECTIVES**

The Front Desk Security Manager, under supervision of the Residence Hall Coordinators, will work with Resident Advisor staff supervision, community standard violations, and the direct operation of one residence hall front desk, which will include supervision, security practices and organizational administration as assigned. This appointment is for up to one academic year from mid-August to mid-May, but may be terminated without cause prior to May. The Front Desk Security Manager will be evaluated during the year for the purpose of providing him or her with feedback on observed growth and learning.

The Front Desk Security Manager will have the opportunity to develop the following: leadership skills, supervisory skills, interpersonal skills, communication skills, public speaking skills, time management skills, organizational skills, event planning skills, creative problem solving skills, crisis management skills, conflict resolution skills, meeting management skills, delegation skills, etc.

1. **DUTIES AND RESPONSIBILITIES**

The position will carry specific duties and responsibilities as follows:

 **Administrative/Operational**

* The FDSM will assist the Residence Hall Coordinator (RHC) in the overall management of the residence hall complex.
* Will maintain office/availability hours of 20 hours per week, with several weekly hours specified for ensuring accessibility to staff and residents.
* Will assist in preparing for and completing hall opening and hall closedown, check-in and check-out, and will be on site for the opening and closing of the halls.
* Will assist in coordinating opening week orientation and community building activities.
* Will assist the RHC in emergency safety and facility interventions.
* Will create a system to track paraprofessional staff programming process.
* Will serve as supplemental duty back-up within the building.
* May shadow the professional staff during duty for campus crisis (optional experience).
* Will maintain accuracy of the service request database and records on a weekly basis.
* Will manage the desk operation, to ensure security and customer service and to include:
	+ hiring of desk staff and security monitors
	+ training of desk staff and security monitors
	+ scheduling of desk staff and security monitors
	+ ongoing evaluation of desk staff and security monitors
	+ monitor and evaluate policies and procedures for the desk operation
	+ daily key inventory
	+ supply and equipment management and inventory
	+ reserving special facilities and rooms
	+ maintaining all binders, logs and forms
	+ weekly audit and review of guest logs
	+ completion of payroll weekly summary sheet, monthly payroll cards for all desk staff, and maintain data on wages/hours billed for each day
* Will document behavioral guideline violations and emergency incidents as needed.
* Will assist the RHC in crisis management as needed.
* Will assist with weekly contact of paraprofessional live-in staff to ensure safety and security of the building.
* Will handle other administrative duties as assigned.

 **Student Development and Community Building**

* Under the direction of the RHC, serve as a role model and demonstrate good judgment and ethical behavior.
* The FDSM will actively promote the concept of community in the halls and encourage residents to take responsibility for positive and assertive behavior within the community.
* Will participate in the planning and execution of Journey to a Shared Humanity in the fall semester and Week of Caring in the spring semester.
* Will participate in the campus-wide Explore SDSU day events held in the spring semester.
* The FDSM may be assigned to a collateral/additional professional development opportunity within the department.

**Staff Training and Development**

* The FDSM will assist the RHC in the overall supervision of residential staff as directed.
* Will attend regular in-hall staff meetings held on Tuesdays and assist in facilitation as needed.
* Will participate and assist in facilitating training in August and January prior to hall openings.
* Will participate in the planning and execution of large-scale department-wide programming (such as Journey to a Shared Humanity in the fall semester (social justice/diversity program) and Week of Caring in the spring semester (community service program)).
* May be assigned to a collateral/professional development opportunity (optional experience)

 **Staff Training and Development**

* The FDSM will assist the RHC in the overall supervision of residential staff as directed.
* Will attend regular in-hall staff meetings held on Tuesdays, and assist in facilitation as needed.
* Will participate and assist in facilitating training in August and January prior to hall openings.
* Will have primary responsibility for Desk Training, Safety and Security Training and other trainings as assigned.
* Will participate in Residential Education staff selection and recruitment processes.
* Will assist in teaching or facilitating sections of courses taught by REO staff members (optional, as needed experience).
* Will attend workshops and conferences as available.

 **Community Adjudication and Peer Counseling**

* Will adjudicate violations of the community standard policies as outlined in the Housing License Agreement. (Optional opportunity)
* Will serve as a peer counselor for students and student leaders regarding areas of personal academic concern and when appropriate, will refer for follow up counseling for mental health/safety and security.

**VI**.  **REQUIREMENTS**

* Must have a 3.00 cumulative GPA for graduate courses during employment.
* Must be enrolled in at least 6 units in a student personnel or related program at San Diego State University during the academic year.
* Must be available to work an average of 20 hours per week during the academic year. Some evening and weekend hours will be required.
* Must be available to train and work starting either late July or early August. Available on Tuesday evenings from 7:00PM – 10:00PM for all-hall staff meetings preferred. Permission to miss staff meetings due to class conflicts is granted.
* Preference will be given to applicants who have at least one year of experience working in Residential Education.
1. **KNOWLEDGE AND SKILLS NEEDED**
* Ability to work in a team environment and independently
* Strong organizational and programming skills, with attention to details.
* Ability to reason logically, draw valid conclusions and make appropriate recommendations.
* Skills in working with diverse student populations.
* Ability to establish and maintain cooperative working relationships with faculty, administrators, staff, and parents.
* Knowledge of group dynamics and motivation techniques.
* Ability to provide leadership and coordinate/supervise the activities of others.
* Ability to plan and conduct effective meetings.
* Strong written and oral communication skills including phone skills and public speaking skills.

**VIII. EDUCATIONAL BENEFITS**

* Experience in student affairs programming and leadership.
* Familiarity with campus resources, faculty, staff, and administrators.
* Professional mentoring relationships with student affairs staff.
* Extensive training related to supervision, academic advising, educational intervention, crisis intervention and emergency management, administration and leadership.
* Advising experience.
* Judicial experience. (Optional)
* Opportunity for personal growth and development.
* Rewards of making a positive impact on the success of residential students.

**IX. LEARNING OURCOMES FOR THE STUDENT AFFFAIRS PROGRAM THAT THE STUDENT MAY EXPERIENCE IN THIS ASSISTANTSHIP:**

* Articulate the theoretical foundation of student affairs in postsecondary education.
* Identify how learning and development theories can be implemented in daily practice within student affairs in postsecondary education.
* Identify and apply carrying leadership styles that are prevalent within a student affairs office in a postsecondary education context.
* Identify one’s own leadership strengths and areas of continued development.
* Identify ethical leadership issues in student affairs in postsecondary education and propose solutions and strategies to address these issues.
* Articulate and apply the foundational principles of access, equity and learner success in post secondary education
* Apply research to practice in an area of specialization within student affairs in postsecondary education
* Communicate ideas and concepts effectively in written and spoken word.

**X. COMPENSATION**

Single room in hall or apartment of assignment

 Campus Meal Plan

 Yearly Stipend