



# RESIDENCE DIRECTOR

DEPARTMENT OF  
HOUSING & RESIDENTIAL LIFE





## SEARCH PROFILE

### WELCOME & ABOUT TXST

## A MESSAGE FROM THE EXECUTIVE DIRECTOR OF HOUSING & RESIDENTIAL LIFE

Dear Candidate,

Texas State is a thriving and exciting place to take the next step in your Housing career. Having only been at Texas State since November 2021, I am thrilled about the dynamic path forward that is being carved here. Celebrating more than 10 years as a Hispanic-Serving Institution and working to become a Tier 1 research university—to be a part of the Texas State family means being an active member of an institution continually moving forward and expanding the impact on its students.

Joining the TXST Housing and Residential Life team means coming on board at a time when we are intentional about the work we do and focused on serving our students with the goal of retention and persistence to graduation. It is my firm belief that the purpose of our department is to create an environment centered on enhancing the mattering and belonging of the students who live on campus with us. Building a community that helps students see that they are welcomed and wanted here. This comes through by focusing on being responsive to the needs of students living in our community. We are beginning our transition to more supportive and intrusive methods that engage our student population. Our department is also working to enhance and increase the quality of the work that we provide for residents. Quite simply, our students deserve a high-quality product that makes them feel valued and important.

Residence Directors are the most critical part of this experience. As the front-line staff member poised to serve students, they are integral in our ability to achieve our goals as an organization. Residence Directors are given communities that maximize their ability to get to know students and become their closest ally in their first year. We are looking for colleagues who want to be deeply engaged in serving students right where they live.

As a housing professional, you know the power of the on-campus experience. Throughout the last few years, many of us were the main support for students in ensuring their success on campus. As we move into the next phase of Higher Education, I have never been more excited about the impact we can have on student retention and success—by building homes here on campus. As we expand our team, we are looking for optimistic, energized, and dedicated housing professionals who want to push our work to the forefront of our field, but more importantly to the center of campus life.

If these priorities sound interesting to you, then I hope you will consider applying for the role and joining our Bobcat family.

Eat 'em up Cats!

A handwritten signature in black ink that reads 'Bill Mattera'.

Bill Mattera  
Executive Director  
Housing & Residential Life



**BILL MATTERA**  
EXECUTIVE DIRECTOR  
HOUSING & RESIDENTIAL LIFE





# SEARCH PROFILE

## ABOUT HOUSING AND RESIDENTIAL LIFE



### THE MOST BEAUTIFUL CAMPUS IN TEXAS

Located in the vibrant and growing community of San Marcos, Texas State University has the unique advantage of being large on choices but small in feel. The university is known for warm, friendly students and engaged faculty and staff who will go out of their way to help students succeed.

The beauty of the crystal-clear San Marcos River and the grandeur of the cypress and pecan trees on campus add to the charm of the university's picturesque environment.

Our 38,000 undergraduate and graduate students choose from more than 200 bachelor's, master's and doctoral degree programs—from biology to music to business to geography and more. And each student finds the personalized support and opportunities they need to succeed beyond the classroom.

### HOUSING & RESIDENTIAL LIFE PRIORITIES

#### QUALITY

Texas State students deserve our best effort. Every time. Regardless of our work task, level in the organization, or functional responsibility, our focus should be on demonstrating to students that their interaction with us matters and is important. We should be working to provide elements of finished work—showing a high level of care, relevance, polish, and attention to detail. We will commit ourselves to continuous improvement—in every part of our program and we will never settle for “good enough”.

#### MATTERING & BELONGING

Our first responsibility is always to the student in front of us. Through a focus on care and support for our students our mission will be to make sure that our students understand that Texas State is their home. We will focus on creating spaces, communications and individual interactions that enhance this message. Engaging with our on-campus students in interactions designed to support and enhance their experience will seek to make a large campus feel smaller and more connected.

#### RESPONSIVENESS

Housing and Residential Life has a unique role of balancing student development and customer service. As an organization, we will seek to ensure that students receive fast and positive service from us in all interactions. Our role as a 24 hour a day, 7 day a week operation will inform how we show up to serve students in crisis, how we make decisions in our responses, and inform our design to make sure each student feels seen, heard, and cared for. We will place the focus of caring for the student at the center of all our interactions, even when our answer must be no.



# SEARCH PROFILE

## SAN MARCOS, DEEP IN THE HEART OF TEXAS

### WELCOME HOME

San Marcos is located just 30 miles south of Austin and 45 miles north of San Antonio, making it easily accessible for nightlife, music, food, shopping, and the arts. Here's a brief look at some of the things to see and do in San Marcos and the surrounding area.

### SAN MARCOS RIVER

The San Marcos River, with a constant temperature of 72 degrees, runs through campus and provides year-round recreation. The Texas State Outdoor Center offers paddling equipment rental to Texas State students, staff, and faculty. For a beautiful underwater view of Spring Lake, the headwaters of the San Marcos River, take a glass-bottom boat tour at the Meadows Center for Water and the Environment, part of Texas State.

### STATE PARKS & OUTDOOR AREAS

With dozens of state parks, local parks, and hiking trails, Central Texas is perfect for outdoor activities year-round. Enchanted Rock State Natural Area in Fredericksburg, with a 640-acre pink granite dome, is a great place for hiking, rock climbing, and camping. At Los Maples State Natural Area, northwest of San Antonio, maple trees are awash with color each fall. San Marcos has six natural areas with more than 22 miles of trails. Central Texas is home to several lakes and rivers that offer opportunities for rafting, canoeing, kayaking, tubing, speed boating, and jet skiing.

### NIGHTLIFE & ENTERTAINMENT

You can find entertainment any night of the week in nearby San Antonio and Austin, the Live Music Capital of the World. Texas country, punk, rock, ska, folk, R&B, and hip hop fill the venues in Austin's downtown and Warehouse District. The Austin City Limits Festival, held each September, has been named the top music festival in the country, and South by Southwest (SXSW) features the best in music, interactive, and film industries each March. The Alamo Drafthouse, which serves meals and drinks along with a film, is the best movie theatre in the U.S., according to Entertainment Weekly. San Antonio's Riverwalk is home to numerous nightclubs and restaurants. Here in San Marcos we have EVO Entertainment with it's reclining cinema seating, bowling, and retro games as well as Cheatham Street Warehouse with it's rich music history.

### FINE ARTS & HISTORY

The Bob Bullock Texas State History Museum in Austin tells the story of Texas. Across the street from the Bullock is the fabulous Blanton Museum of Art. The nearby Ransom Center is the repository of the Gutenberg Bible, the first photograph, Harry Houdini's personal papers, Woodward and Bernstein's Watergate notes, and more. The Institute of Texan Cultures in San Antonio serves as a forum for the understanding and appreciation of Texas and Texans. And, of course, remember the Alamo.

### SHOPPING

San Marcos is home to the Premium Outlets and Tanger Outlet Center, the third-largest tourist attraction in Texas. Nearby Austin and San Antonio also offers large shopping centers and malls. Austin is also home to the Whole Foods Market corporate headquarters and the company's flagship store. Shop for local arts and crafts at Market Days in Wimberley or Gruene. San Marcos residents enjoy perusing The San Marcos Farmers Market which offers local produce and homemade products.



Enjoy downtown San Marcos for some drinks, food, and entertainment.



Soak up the sun at Sewell Park.





## SEARCH PROFILE

### POSITION & OPPORTUNITIES FOR IMPACT

## POSITION OVERVIEW

Residence Hall Directors (RD) provide critically important services to students living within our residential communities. The Residence Hall Director position is a full-time, live-in role that has primary responsibility for managing the daily operations of one or more of our residence halls on campus. The successful RD at Texas State is responsible for building a strong community, supporting the staff that they supervise, and generating meaningful opportunities for students to become connected to campus through intentional interactions and connections. Key functions of the position include: building management, supervision, community engagement, crisis management, student support, and serving as an active member of the department. This position will report directly to an Assistant Director of Residential Experience. Individuals must be able to perform the essential duties of the job that includes accessing all areas of residential buildings on a regular basis and periodically accessing other campus areas. In some cases, the use of stairs is the only way to access certain areas. In instances of emergencies, the RD must be able to respond in a timely manner appropriate to the situation. The RD is frequently required to utilize the computer and phone. Reasonable accommodations may be provided to enable individuals to perform the essential functions of the job.

## OPPORTUNITIES FOR IMPACT

### DEMONSTRATE OWNERSHIP & QUALITY IN MANAGING A RESIDENTIAL COMMUNITY

The primary responsibility of a Residence Director is to create and manage an exceptional community for the residents that they serve. An ideal candidate would be focused on building a community that allows students to experience mattering and belonging, is responsive to their needs as a student member of the community, and is focused on always delivering a quality experience through building management. All with the goal of ensuring that students at Texas State find community and are retained to the institution.

### STUDENT SUPPORT & DEVELOPMENT

Strong Residence Directors will seek to be the primary source of support and development to the residents within their assigned community. Through high levels of visibility and a desire to interact with the students they work with, an RD will seek to ensure the residents of their community are supported and successful at the institution.

### INCREASE IN OWNERSHIP OF COMMUNITY DEVELOPMENT & PROGRAMMATIC IMPLEMENTATION

This individual will be responsible for developing initiatives and implementation of the model and its components. The RD will work to increase in community staff's knowledge, skills and ability to maximize the model to benefit the students within their own communities.

## FORGING A BRIGHTER FUTURE, TOGETHER

**6,800+**

STUDENTS LIVE ON-CAMPUS

**300+**

HOUSING EMPLOYEES

**23**

DIFFERENT  
RESIDENTIAL FACILITIES

**6**

DIFFERENT  
HOUSING STYLES

**18**

LIVING-LEARNING  
COMMUNITIES & THEME HOUSING



# SEARCH PROFILE

## ATTRIBUTES OF THE SUCCESSFUL CANDIDATE



## ATTRIBUTES OF THE SUCCESSFUL CANDIDATE

- Dedicated Housing Professional, who is interested in advancing their career in the field of Housing and Residential Life and understands the demands and challenges of working in this area.
- Dedicated student affairs professional who is interested in developing strong communities, engaging in helping students find a sense of belonging on campus, and a desire to serve students with the goal of helping them achieve graduation.
- Desire to practice student focused work that puts the experience and interests of on-campus residents at the center of their decision-making processes.
- Developed experiences that include the development of staff, the ability to articulate clear expectations and provide timely feedback, and the willingness to redirect behaviors, practices, or attitudes that are misaligned with departmental goals or that are inconsistent with the maintenance of a positive work environment.
- Demonstrated appreciation for the educational and social value of a diverse community and a commitment to building residential environments rooted in inclusivity.
- An understanding that the best practice is one that is most relevant to Texas State students at this moment in time—a reality that is ever-changing.



# SEARCH PROFILE

## ROLE RESPONSIBILITIES

### RESPONSIBILITIES

#### SUPERVISION (30%)

- Provide day-to-day supervision and support of a staff of Resident Assistants and Desk Assistants within their assigned community.
- Management of staff meetings, one-on-one meetings, and other interactions with staff to provide maximum support and direction to execute community goals.
- Participate in selection and training efforts for all staff members.

#### COMMUNITY ENGAGEMENT (20%)

- Serve as the primary individual responsible for building a community designed to engage students in connecting with each other and to the larger institution with the goal of increasing student retention and sense of belonging at Texas State.
- Direct, assess and execute community development and engagement activities in line with departmental directive and programs.
- Serve as an advisor for Hall Council in the development of community initiatives and student leadership.
- Work with assigned Living-Learning communities or theme housing.
- Support and implement programming designed to advance departmental, divisional, and institutional goals.
- Serve as a conduct officer to address behavioral concerns within assigned community.

#### BUILDING MANAGEMENT (20%)

- Serve as the primary point of contact for all departmental paperwork and processes for their assigned residential community.
- Assume primary responsibilities for opening, closing, budget management, occupancy management, facilities, and desk operations within their community.
- Maintain essential office records as outlined by Texas State University.
- Provide a quality in community experience by providing accurate information and fostering positive relationships with all constituents.

#### CRISIS MANAGEMENT & STUDENT SUPPORT (20%)

- Serve as a member of the departmental on-call rotation.
- Actively engage with and seek to resolve issues for students of concern to ensure their support.
- Desire to serve as an active resource for students in their community.
- Consistently be responsive to the needs of assigned community in relation to community trends, student needs, and emergency response.
- Serve as a referral agent for students to resources across the institution.

#### DEPARTMENTAL RESPONSIBILITIES (10%)

- Actively participate in departmental programs and projects designed to support the mission and goals of the department, division and institution.
- Participate actively as a member of the Division of Student Success.
- Serve as a positive role model for students and staff.
- Other duties as requested or required, whether or not specifically mentioned in this job description.

### REQUIRED QUALIFICATIONS

- Bachelor's degree.
- Post bachelor experience in Student Affairs.
- Served in a defined leadership role in one or more of the following: residence life, student activities and organizations, student government, or orientation and first year programs.

### PREFERRED QUALIFICATIONS

- Master's degree in student Personnel or related field.
- Previous experience in building management.
- Previous experience in staff supervision.
- Previous experience in crisis management and/or emergency response.
- Previous experience with community engagement/development activities.
- Previous experience with student support or retention initiatives.
- Previous experience with overseeing learning communities.





## SEARCH PROFILE

### EMPLOYEE BENEFITS



### WE'VE GOT YOU COVERED

At our university, we recognize that faculty and staff serve as the building blocks to the foundation of our work with students. Texas State is proud of our competitive benefits from health plans, wellness leave, life insurance and retirement programs provided to keep our Bobcats healthy and happy.

By joining Texas State University, employees gain access to work in one of the best public universities in the country and the opportunity to live in one of the most beautiful towns.

### FEATURED BENEFITS

- Group Insurance
- Paid Leave
- Longevity Pay
- Academic Release and Tuition
- Support
- Retirement
- Supplemental Retirement
- Savings
- Wellness Program
- Work Life and Employee Assistance Program
- Employee Discount Program
- Mother-Friendly Worksite







## SEARCH PROFILE

### QUALIFICATIONS, APPLICATIONS & CONTACT INFORMATION

#### APPLICATIONS

Applications will be accepted online on the TXST Human Resources website. The search committee will begin reviewing applications immediately.

Requested application materials include cover letter, curriculum vitae or resume, and the names, phone numbers, and email addresses of at least three professional references. Salary will be competitive and commensurate with qualifications. An offer or employment is contingent on a satisfactory pre-employment background check.

#### APPLICATION LINK

<https://jobs.hr.txstate.edu/postings/41402>

#### CONTACT INFORMATION

**Mikah HoSang**

Assistant Director - Professional Recruitment and Training

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Families celebrate move-in at Laurel Hall



Students enjoy a game of frisbee on the Concho Green

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