



DIRECTOR FOR RESIDENTIAL EXPERIENCE

DEPARTMENT OF HOUSING &
RESIDENTIAL LIFE



SEARCH PROFILE

WELCOME & ABOUT TXST

A MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear Candidate,

Texas State is an exciting place to take the next step in your Housing career. As I join the team here in August, I am thrilled about the dynamic path forward that is being carved here. Celebrating the service to the state of Texas and working to become a Tier 1 research university, our student population is an exciting and vibrant community to join. Celebrating more than 10 years as a Hispanic Serving Institution (HSI) and working to become a Tier 1 research university, our student population mirrors the demographics of the state of Texas, creating an exciting and vibrant community. To be a part of the Texas State family means being an active member of an institution moving forward and expanding its 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 providing a transformational experience for our students. 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. To accomplish this, we must be responsive to students' needs and provide opportunities to support their success. Our students deserve a high-quality product that makes them feel valued and important.

As a career-long housing professional, I believe it is impossible to overstate the impact of our work on the student experience. On-campus housing can shift the way a student interacts with their campus, and their ability to find comfort, growth, and engagement. Our job is to focus on creating a home for students and to ensure that we are doing everything we can to set them up to be successful and make the memories they hope to when they come to college.

As we move into the next chapter of Higher Education, I have never been more excited about the impact we can have on student retention and success through the access work we do in residential life. 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 you are excited by doing the work that is truly worth doing, then I hope you will consider applying for the role and joining our Bobcat team.

Kate Gannon-Cullinan, Ph.D.
Executive Director of Housing & Residential Life



KATE GANNON-CULLINAN, PH.D.
EXECUTIVE DIRECTOR
HOUSING AND RESIDENTIAL LIFE



SEARCH PROFILE

WELCOME & ABOUT HOUSING



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

POSITION OVERVIEW

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The Director of Residential Experience leads the Residential Experience unit, serving approximately 9,000 on-campus students and reports directly to the Executive Director of Housing and Residential Life. The Director is responsible for leading and elevating a comprehensive residential program that includes community development, student conduct, leadership, staff development, retention efforts, and oversight of Living-Learning programs. The role also involves collaboration with campus partners, serving as a liaison between the university and external stakeholders, and advancing new residential initiatives. This position oversees approximately 38 full-time staff, including Associate Directors, Assistant Directors, Residence Hall Directors, Coordinators, Case Managers, and administrative support.

OPPORTUNITIES FOR IMPACT

DESIGN WITH RETENTION IN MIND

Texas State continues to place our focus on student success with retention and persistence of students at the front of mind. The current model has laid the framework for student success, but the successful candidate will work with engaging the current model and team and looking to draft and implement a more comprehensive model that documents, presents and explains the impacts of the program.

CENTER THE CULTURE ON STUDENT SUCCESS

The successful candidate will inherit an established team that will need leadership and support in staying focused on the goals at hand. Working with your team, you will need to continue finding the best ways, resources and engagements to leverage the first-year residency requirement to ensure we are meeting students where they are at.

ELEVATE AND DEVELOP EXISTING STAFF

The current staff team has a deep skill set and interest in doing good work to serve the student body. The role of the Director will be to lead with a sense of education and development in staff that is rooted in providing quality experience within their respective communities. Through strong management of staff and an attitude toward career preparation, the goal will be to elevate existing staff resources into an exceptional service.

INTEGRATE THE RESIDENTIAL EXPERIENCE ACROSS THE PROGRAM

The scope and focus of this position are beyond simply educational impacts and programs and seeks to center the holistic experience of students within the halls. This individual's team will serve as the front door to our support and responses to student concerns. Centering the whole experience and managing effective responses is a critical focus for this individual.

FORGING A BRIGHTER FUTURE, TOGETHER

10,000+

STUDENTS LIVE ON-CAMPUS

300+

HOUSING EMPLOYEES

23

DIFFERENT FIRST-YEAR
RESIDENTIAL FACILITIES

3

UPPER-DIVISION
STUDENT APARTMENTS

15

LIVING LEARNING
COMMUNITIES



SEARCH PROFILE

ATTRIBUTES OF A 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.
- Individual who has an understanding and willingness to engage in the power of the on-campus housing experience and learn how to support staff charged with executing core functions.
- A willingness to use existing practices as a foundation for future building, but not a constraint to progress and the ability to positively impact students.
- Desire to practice student focused work that puts the experience and interests of on-campus residents at the center of their decision-making processes.
- Collegial team player unconcerned with control and positionality but rather with building meaningful relationships to maximize efficiency and execution.
- Self-starter who is not afraid to lean into ambiguity and comfortable with a build-as-you-go environment.
- Effective communicator who has a genuine sense of respect and appreciation for the community we serve.
- An individual who does not start with no and instead focuses on seeking to find solutions that ensure institutional stability and engage in solution-oriented thinking.
- Experienced individual at working with staff to include their development, has 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.



SEARCH PROFILE

RESPONSIBILITIES

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SUPERVISION

- Directly supervise two Associate Directors for Residential Experience, one Assistant Director for Student Conduct and Community Standards, and one Administrative Assistant II.
- Provide indirect supervision and functional leadership to six Assistant Directors, 23 Residence Directors, three coordinators, two case managers, six Graduate Assistants, and 295 Resident Assistants.

ENHANCING STUDENT EXPERIENCE

- Oversee the residential experience in creating a student-centered community that fosters a sense of belonging and student success.
- Oversee the development of a cohesive and comprehensive residential experience rooted in the goals of student success and retention.
- Develop initiatives with a strong focus on community development and student engagement and involvement.
- Engage in the re-invigoration and support of a robust Living Learning program.

STUDENT SUPPORT AND CRISIS RESPONSE

- Develop and implement policies, procedures, and protocols to ensure resident safety and well-being.
- Oversee the residential judicial process, in conjunction with the Office of the Dean of Students to create a safe and supportive residential environment.
- Collaborate with Dean of Students and other campus stakeholders to ensure consistent application of university policies and procedures related to student conduct and housing contract.
- Lead policy development and enforcement related to housing and residential community standards.
- Address student concerns regarding residence life, health services, and campus well-being, working collaboratively with cross-campus partners.
- Continue to expand intervention programs and resources to support students of concern with existing campus resources.

DEPARTMENTAL ADMINISTRATION

- Serve as a member of the departmental senior leadership team in making decisions to impact the full on-campus experience.
- Support departmental leadership team in coordinating and supporting special events, including emergency response, extreme weather and seasonal events.
- Collaborate with key campus stakeholders to ensure a holistic and student-centered residential experience.
- Collaborate with other departmental leadership to provide insight into occupancy, communication, and facility information to students and parents in a timely manner.
- Participate in the development and management of the unit fiscal year budget processes.
- Oversee strategic planning and outcomes development consistent with departmental, divisional and institutional goals and priorities.



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, canoing, 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 its reclining cinema seating, bowling, and retro games as well as Cheatham Street Warehouse with its 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.



Cheer on the Bobcats at UFCU Stadium



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



Soak up the sun at Sewell Park



SEARCH PROFILE

EMPLOYEE BENEFITS

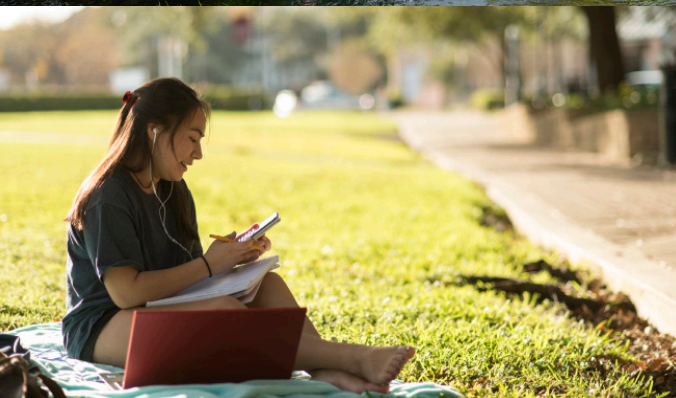
WE'VE GOT YOU COVERED

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 AND APPLICATIONS

REQUIRED QUALIFICATIONS

- Master's degree in Higher Education, Student Affairs, or a closely related field.
- A minimum of 5 years of progressive, full-time professional experience in university housing, residence life, or student affairs.
- At least 5 years of experience supervising staff, including a minimum of 3 years directly supervising full-time professional staff.
- Demonstrated experience in residential life or housing operations, with a strong understanding of student development in a residential setting.
- Proven ability to lead crisis and emergency response efforts within a residential community.
- Exceptional communication, writing, and customer service skills, with a demonstrated ability to engage various stakeholders.

PREFERRED QUALIFICATIONS

- A terminal degree in Higher Education, Student Affairs, or a related field.
- At least 7 years of progressive leadership experience in Residential Life or Student Affairs.
- Experience supporting a residential campus community of 6,000+ beds.
- A minimum of 3 years managing crisis response or emergency operations for residential populations exceeding 2,000 beds.
- Demonstrated financial and operational knowledge, including oversight and management of budgets exceeding \$10,000.
- Proven ability to lead and develop high-performing teams, including training, supervision, and performance management of professional and support staff.
- A strong background in community development and student engagement programming.
- Experience designing and implementing Living Learning Communities in collaboration with academic partners.
- Familiarity with student conduct processes, accountability systems, and care or case management services.

APPLICATION LINK

<https://jobs.hr.txstate.edu/postings/53988>



Residents gather in lobby spaces to enjoy community and RA programs



Over the course of three days, we will move over 10,000 new and returning residents into their TXST Homes

The Texas State University System Board of Regents

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This information is available in alternate format upon request from the Office of Disability Services.