

Pacific Union College
Job Description

Position Title:	Residence Life Coordinator (RLC)	Exemption Status:	Non-Exempt
EEO Classification:	Administrative Support Worker	Job Code:	43-4199
Department:	Student and Spiritual Life		
Reports To:	Executive Director for Student and Spiritual Life		
Last Update:	April 21, 2026		

STANDARDS FOR PERFORMANCE AND BEHAVIOR

Demonstrates the Cultural Relationship Expectations of Pacific Union College in all activities, to achieve the Mission of Pacific Union College

- Teamwork:** A foundational value modeled by an engaged and inclusive community partnering together for the betterment of PUC.
- Integrity:** A necessary component for cultivating trust and mutual empowerment within our community.
- Professionalism:** A system of employee boundaries that facilitates an engaged PUC working community which functions in an environment blessed with supportive relationship groups.
- Service:** A value and action rooted in our spiritual heritage.

JOB SUMMARY

The Residence Life Coordinator (RLC) is the operational backbone of dorm operations. The RLC's core function is coordination, ensuring that the resident experience from application through move-out is smooth, predictable, and accountable. The RLC works as part of a integrated team including the Deans, Resident Advisors, Front Desk, Facilities, and Housekeeping Teams. The RLC holds student employees accountable and ensures that staff resources are used with integrity and efficiency. The RLC serves students by making the systems around them work. They serve the Men's Dean by filtering operational noise and surfacing what matters. They serve the institution by stewarding time, labor, and resources with care.

ESSENTIAL FUNCTIONS

1. Receives, acknowledges, and routes each resident's request to the appropriate team, tracks it through resolution, and communicates the outcome back to the resident.
2. Surveys residents periodically to assess quality of life and identify areas for improvement. Survey findings, along with request trends and operational observations, are compiled into reports for team discussion.
3. Coordinates scheduling across teams to eliminate redundancies and coverage gaps.
4. Reviews staff timecards to verify accuracy and flag concerns related to inefficiency, fraud, or abuse, following up directly with team members who require additional documentation.
5. Tracks and maintains inventory of building supplies, cleaning materials, and shared-use equipment. Coordinates restocking with appropriate vendors or departments, monitor usage patterns to prevent shortages, and flag cost concerns to the Dean.

6. Supports the housing application process and serves as a point of contact for incoming residents, ensuring a consistent onboarding experience that prepares students for residential life before they arrive.
7. Audits existing operational workflows and identifies opportunities to streamline, automate, or improve them. Researches and recommends software tools that create efficiencies and support resident communication, staff scheduling, inventory tracking, request management, and reporting.
8. Processes and applies charges to student housing accounts, including fines, damage assessments, and other charges as directed by the Dean, and audit accounts to ensure accuracy. Monitors accounts and surfaces insights to the Dean that inform financial accountability. Serves as a point of contact for residents with billing questions, resolving or escalating as appropriate.
9. Collaborates with IT to update the residential life application page, ensuring it is accurate, current, and structured to guide students from interest through application with minimal friction.
10. Ensures that residential programming and building resources are communicated clearly and consistently so residents know what is available to them and how to access it.
11. Performs other duties as assigned

EDUCATION

Bachelor's degree required

QUALIFICATIONS

- Ability to communicate with college-age residents (typically 18–22) in a manner that is direct, respectful, and appropriately professional.
- Experience at a faith-based or small residential institution.
- Background in coordination, account management, or client-facing operations.
- Familiarity with FERPA and student records privacy obligations.
- Experience with surveying, data analysis, or operational auditing.
- Completion of institutional FERPA training within the first 30 days of employment. Completion of any required Title IX and mandatory reporter training as directed by the institution.

Physical Demands: Ability to sit for extended periods while performing administrative and computer-based tasks. Occasional walking, climbing stairs, and light lifting (up to 25 lbs) may be required for inventory management and building walkthroughs.

Job Conditions: Work is performed in an office setting within an active residential hall. The RLC may encounter some interruptions from residents and student staff during operating hours. Occasional movement throughout the building is expected for inspections, inventory checks, and coordination with facilities and housekeeping teams.

Work Environment: Essential tasks are performed under normal office/school conditions with little or no noticeable discomfort. Work area is well lighted and ventilated.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and employees may be requested to perform job-related tasks other than those specifically outlined in this description. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a promise of employment or employment contract of any type.

I, _____ (printed name), acknowledge that I have received, read, and understand the _____ job description, and that I am able to perform the essential duties with or without accommodation. I further understand it is my responsibility to inform my supervisor at any time I am unable to perform the essential functions.

Employee Signature

Date

Supervisor's Printed Name

Supervisor's Signature

Date