Dear Candidate,

Thank you for your interest in The University of Texas at Austin and in becoming a part of our housing and dining family!

University Housing and Dining (UHD) is a part of the Division of Student Affairs and is the largest unit, employing over 1,200 full-time, part-time and student employees.

We have 14 residence halls on our main campus that house approximately 7,400 students and four apartment areas located throughout Austin that house 1,570 students (family, international and upperclassmen).

UHD’s vision is to create transformative living and learning environments where students feel safe, involved and inspired to change the world.

Our mission is to cultivate inclusive learning communities that foster student engagement, growth and success.

As a member of the residence life team, you would have the responsibility of promoting and fulfilling the vision and mission of our department, while also meeting the learning and program goals that are unique to our residence life program.
Residence life has **55** full-time staff, **14** graduate students and over **300** undergraduate students who work in our halls and proudly serve the needs and interests of our residents and guests.

There are **six pillars** of our residence life program that are at the heart of everything we do. They are:
1. Safety and Security
2. Inclusive Communities
3. Learning Environments
4. Leadership
5. Adaptability and Forward Thinking
6. Collaboration and Partnership

To activate these pillars and to advance our department’s vision and mission, our four-year strategic plan outlines goals, objectives and activities for 2019-2023.

The **strategic plan** has five goals:

1. Build brand, reputation and influence
2. Improve organizational systems and structures
3. Manage resources more effectively and generate revenue
4. Enhance satisfaction, learning and engagement
5. Improve cultural competency and political acumen

Our focus during the next four years is to be in a constant state of readiness with a theme of “stay ready.” Our Assistant Vice President Dr. Marilyn Tyus has us committed to developing and being a five-star organization. To perform in this manner, we have got to be and stay ready! Readiness is emotional, physical, psychological, attitudinal and behavioral. When we stay ready, we don’t have to get ready.

Our motto at The University of Texas at Austin is “**What starts here changes the world.**” To live this, we must give our whole selves to the cause. We must also continue to further our understanding of how we impact students and what they are experiencing and learning as a result of living in our residence halls and apartments, interacting with the staff and one another, and engaging with our policies, programs and services.

As you consider joining the residence life program at The University of Texas at Austin, please examine the alignment between your values and priorities and ours. Take into account all that I have shared with you in this letter about our institution, its commitments and our department’s commitments, goals and priorities.

We hope that when it’s all said and done, you will conclude that you want to be a Longhorn! Best of luck in your search process.

Sincerely,

**MYLON KIRKSY, Ed.D.**
Senior Director of Residence Life
The University of Texas at Austin
University Housing and Dining
POSITION DESCRIPTION & BENEFITS

Complex coordinators are responsible for providing overall leadership to the residential community. Duties include:

- Directly supervise 10-20 resident assistants, hourly desk assistants, one graduate assistant and/or one full-time administrative assistant, and summer staff.

- Provide leadership and direction for development of interpersonal relationships among students in residential communities to ensure safe, secure and healthy living learning environments. Serve as a point of contact and reference for students and visitors.

- Hold standard office hours of 10 a.m.-5 p.m., Monday-Friday plus additional hours for events, meetings and other duties and serve in an on-call duty rotation.

- Create compelling living learning environments in the residence hall(s) by overseeing the implementation of the departmental residential curriculum. Manage budgets.

- Advise hall/community councils. Hold educationally-based conduct conferences for UHD policy infractions, institutional rules violations and other behavioral concerns.

- Work with UHD and emergency support staff to prevent and respond to incidents of policy violations.

- Chair and/or serve on various UHD committees, task forces and work groups. Represent residence life in departmental and campus committees and at university functions.

- Develop student staff selection, orientation, training and personal/professional growth opportunities. Participate in UHD, campus-wide, regional and national initiatives, projects, conferences and committees.

- Actively participate in student staff selection process, training processes, staff development activities and other departmental functions and priorities. Participate in the professional staff selection and training processes.

- Provide leadership and direction for a residential area and collaborate with maintenance, custodial, dining and administrative staff.

BENEFITS

- Pet policy allowing for one dog or one cat
- Fully compensated housing in a furnished, on-campus apartment including cable, internet and utilities
- Meal plan
- Professional development funds
- Access to fitness facilities
- Competitive benefits package
- Austin Bergstrom–International Airport approximately 15 minutes from campus

The city of Austin is such a fun place to be! It is quickly growing which means that there is always something to do with new people to meet. I love how active the city is, people are always moving and love being outside which I really enjoy. You can find me running by the river, going to the farmers market or checking out a fun new restaurant. The food scene is also great, so much to taste and discover!

VALERIA MARTIN | CONCORD, CA
Complex Coordinator | 2 Years
Our Living Learning Communities (LLCs) are residential communities that introduce and integrate academic and social learning through faculty/staff involvement and holistic education.

LLCs at the university are designed to create a greater sense of community through increased opportunities for faculty and peer interaction around specific topics.

Students in LLCs live together in the same area of a residence hall and share experiences that reinforce the theme of their LLCs.

Fall 2021 LLCs:
- Active Living
- Catalyst
- E3
- First Generation
- Global Living
- Healthy Lifestyles
- Jefferson Scholars
- Joynes Readers and Writers
- Sustainability
- Terry Scholars
- Transfer Experience
- Women in Engineering
- Women in Natural Sciences

S.T.E.E.R.
STRATEGIES THAT EDUCATE AND ENGAGE RESIDENTS

University Housing and Dining employs a residential curriculum that places emphasis on student learning and shapes the overall student experience. The program, known as S.T.E.E.R. (Strategies That Educate and Engage Residents), is tied to the university’s mission, culture and purpose. The comprehensive learning curriculum is geared toward helping residents develop personally, socially and professionally.

S.T.E.E.R. encompasses three learning goals:

1. Use appropriate self-management strategies
2. Engage in community
3. Demonstrate cultural competency
PRIORITIZING DIVERSITY & INCLUSION

The Inclusion, Diversity and Equity Advisory (IDEA) Committee cultivates global change agents by equipping them with agency and social justice advocacy tools to sustain diverse and inclusive spaces, access and equity. IDEA provides guidance and education for Residence Life in the areas of inclusion, diversity and equity initiatives, and works to generate learning opportunities and equity-minded development for professional and student staff in Residence Life.
Longhorns for a Culturally Competent Campus (LC3) is a free, 10-week workshop series designed to help students improve their cultural competency and interpersonal interaction skills. After participating in LC3, students will be better able to:

- Foster cultural self-efficacy
- Enhance cultural awareness
- Develop contextual cultural communication skills
- Strengthen self-regulation

LC3 is offered during the fall and spring semesters to UT students. Graduates of the program are invited to participate in LC4 as mentors for the next LC3 cohort and ambassadors for the program.

The Longhorns for a Culturally Competent Campus Club (LC4) is the student organization made up of the LC3 experience. The purpose of this organization is to:

- Mentor and support students currently in University Housing and Dining’s Longhorns for a Culturally Competent Campus (LC3) program
- Promote interest in the LC3 program
- Help students on UT Austin campus better communicate through intercultural differences

Each semester, LC4 hosts a series of programs and events that promote developing cultural competency and learning to communicate across differences.

---

**UNIVERSITY RESOURCE GROUPS FOR STAFF**

- The Asian/Asian American Faculty and Staff Association (AAAFSA)
- The Black Faculty and Staff Association (BFSA)
- The Hispanic Faculty Staff Association (HFSA)
- The Pride and Equity Faculty Staff Association (PEFSA)
The pursuit to constantly evolve and be better than before is what drew me to the institution of UT Austin. Here the development of staff as professionals in the field and students as leaders really sets it apart above the rest. My favorite part about being a complex coordinator is the ability to develop meaningful relationships with my resident assistants and residence hall community on a daily basis. I love that Austin allows me to explore food, music, entertainment and shopping; I’m never bored!

GERARD SMITHWRICK | SCOTCH PLAINS, NJ
Complex Coordinator | 4 Years
As a Complex Coordinator, I am gaining experience in multiple professional capacities that holistically enhance my skills. CCs have the opportunity to chair committees, gain experience with a residential curriculum and supervise full-time employees which all help when preparing for future positions. Our department offers workshops to achieve certifications in professional competency areas. These workshops have allowed me to enhance my skills and provide opportunities to demonstrate what I have learned.

JORDAN MONCIVAIZ | WAUKEGAN, IL
Complex Coordinator | 2 Years
The University of Texas at Austin is a bold, ambitious leader. Ranked among the biggest and best research universities in the country, the university is home to more than 51,000 students and 3,000 teaching faculty. Together we are working to change the world through groundbreaking research and cutting-edge teaching and learning techniques.

The university is the flagship school of The University of Texas System, which includes 8 academic universities and 6 health institutions statewide.

Tradition and innovation blend seamlessly to provide students with a robust collegiate experience. Amid the backdrop of Austin, Texas, a city recognized for its creative and entrepreneurial spirit, the university provides everyone a place to explore countless opportunities.
The Institution’s core values are:

LEARNING: A caring community, all of us students, helping one another grow.

DISCOVERY: Expanding knowledge and human understanding.

FREEDOM: To seek the truth and express it.

LEADERSHIP: The will to excel with integrity and the spirit that nothing is impossible.

INDIVIDUAL OPPORTUNITY: Many options, diverse people and ideas, one university.

RESPONSIBILITY: To serve as a catalyst for positive change in Texas and beyond.

The university is one of the top 20 public universities, according to U.S. News & World Report, with the No. 1 accounting, Latin American history and petroleum engineering graduate programs in the country — plus more than 15 undergraduate programs and more than 40 graduate programs ranked in the top 10 nationally. No matter where you look, it’s clear that academic excellence is an essential part of our university experience.

As a public university, we take our charge seriously to serve the great state of Texas that supports us. With billions of dollars in added state income every year, not to mention countless other benefits to local and statewide communities, The University of Texas at Austin provides an exceptional return on investment.

I love the energy of a large institution because it demonstrates to me how much school spirit and pride can impact the work that we do. Students at The University of Texas at Austin are proud to study and work here. Our department is continuously diversifying and changing for the sake of student development. I’m proud of the work that we do with and for our students. They truly believe that what starts here changes the world.

JD CASTRO | DILLEY, TX
Assistant Director, Jester Res. Halls | 2 Years

RESIDENCE HALL STUDENT DEMOGRAPHICS

GENDER:

<table>
<thead>
<tr>
<th></th>
<th>Fall 2019</th>
<th>Fall 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>54.8%</td>
<td>55.5%</td>
</tr>
<tr>
<td>Male</td>
<td>45.2%</td>
<td>44.5%</td>
</tr>
</tbody>
</table>

RACE/ETHNICITY (NON-INTERNATIONAL STUDENTS):

<table>
<thead>
<tr>
<th></th>
<th>Fall 2019</th>
<th>Fall 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian American</td>
<td>30.7%</td>
<td></td>
</tr>
<tr>
<td>Black/African American</td>
<td>7.1%</td>
<td></td>
</tr>
<tr>
<td>Hispanic</td>
<td>26.4%</td>
<td></td>
</tr>
<tr>
<td>White/Caucasian</td>
<td>29.8%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Fall 2019</th>
<th>Fall 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian American</td>
<td>20.8%</td>
<td></td>
</tr>
<tr>
<td>Black/African American</td>
<td>8.8%</td>
<td></td>
</tr>
<tr>
<td>Hispanic</td>
<td>28.1%</td>
<td></td>
</tr>
<tr>
<td>White/Caucasian</td>
<td>38.6%</td>
<td></td>
</tr>
</tbody>
</table>

INTERNATIONAL STUDENTS:

<table>
<thead>
<tr>
<th></th>
<th>Fall 2019</th>
<th>Fall 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4.8%</td>
<td>1.8%</td>
</tr>
</tbody>
</table>
Located on the edge of the Texas Hill Country, Austin is the state capital and the 11th largest city in the country.

The city is known for its live music scene and outdoor opportunities like hiking, biking, swimming and boating at multiple parks and lakes.

The food and unique culture are two of the most wonderful and exciting parts of Austin.

Austin is a fantastic city for millennial workers and home to a large number of technology and development companies.

In 2019, U.S. News and World Report ranked Austin as “America’s No. 1 city to live in.” Austin scored highest on its job market, value, quality of life, desirability and net migration.
AUSTIN COMMUNITY RESOURCES AND SPACES

Asian American Resource Center (AARC)
Austin Toastmasters
Big Brothers Big Sisters of Central Texas
Fitness communities (ex: Camp Gladiator, CrossFit, etc.)
Gay sports leagues
Hispanic Women’s Network of Texas (HWNT)
Indian American Coalition of Texas (IACT)
New Leaders Council
Roy Lozano’s Ballet Folklorico de Texas
Various cultural centers
Young Hispanic Professional Association of Austin (YHPAA)
WHAT OUR RAs SAY ABOUT COMPLEX COORDINATORS

“"The highlight of my relationship with my complex coordinator has been the mentorship and guidance that I have received from them in relation to my future. I know that my complex coordinator is rooting for my success after graduation, and they will support me to ensure that I am prepared to face the real world. Having worked as an RA, I feel more prepared to go into a workplace after graduation, and this confidence has a lot to do with my complex coordinator.

Tara Mehta  
San Jacinto RA

“"My complex coordinator has given me a wonderful role model of how a leader should hold themselves, always so uplifting and supportive. My complex coordinator also is a constant supporter of my dreams and ambitions, always remembering goals of mine I share with them and is always genuinely interested in brainstorming with me about how to reach my full potential. It’s incredibly comforting and empowering to know that your boss is invested in how you’re doing. I look forward to growing and moving on to bigger things as my complex coordinator is not only cheering me on, but also growing and moving up in their own ways.

Sean Tucker  
Jester East RA

“"Working under and alongside my complex coordinator has been an absolute delight and invaluable learning opportunity. They have shown me not only how to communicate with other student affairs professionals but how to advocate for myself and others in the residence hall and beyond. They foster a work environment that empowers us to exceed expectations, be honest with them and reflect the passion we have for our job onto our work. Despite tough times, their positivity and problem-solving skills keep morale high and our people happy. Their leadership style is what I hope every leader in any workplace emulates because they have made me a better student, RA and person because of how they lead in my community.

Jackie Lowy  
SRA Kinsolving

CONTACT

@uthousing  
universityhousinganddining  
University Housing and Dining

VALERIA MARTIN  
Committee Advisor

RESIDENCE LIFE PROFESSIONAL STAFF

Recruitment Committee  
resliferecruitment@austin.utexas.edu  
housing.utexas.edu/work/complexcoordinatorposition