

Assistant Resident Director (Multiple Openings)

Office of Residential Experience (Residential Community & Support)

Position Summary

Assistant Resident Directors (ARDs) are 10-month, 20-hour-a-week graduate students who live on campus and collaborate with a full-time Resident Director to manage a residential area of approximately 350-700 students. Assistant Resident Directors report to Resident Directors and assist in the supervision of undergraduate or graduate Resident Assistants (RAs/GRAs). Assistant Resident Directors work as part of the Office of Residential Experience and collaborate with the Residential Services team to develop a residential community that fulfills the mission, vision, and goals of the Division of Student Affairs. ARDs promote student agency and accountability while empowering residents to make healthy, informed decisions. ARDs also facilitate opportunities that support students' academic success, personal development, and well-being. This position requires regular collaboration and communication with students, staff, and faculty in a rigorous academic environment. Frequent evening and weekend availability is essential and expected.

<u>Principal Accountabilities</u>	<u>% of Time in this Activity</u>
Assist in the development of the Residential Experience in a select area of campus consisting of one or more residential buildings, housing approximately 350-700 students.	
<ul style="list-style-type: none"> • Directly supervises 5-8 undergraduate or graduate Resident Assistants (RAs/GRAs) <ul style="list-style-type: none"> ○ Co-lead and co-facilitate the recruitment, training, and development of up to 20 RAs/GRAs with a full-time Resident Director ○ Ensure good stewardship of finances 	25%
<ul style="list-style-type: none"> • Develop meaningful relationships with students by providing opportunities for growth and development. This will be achieved through: <ul style="list-style-type: none"> ○ Developing and implementing Residential Experience Framework initiatives, including significant opportunities to be present and visible in the community (e.g., attending student events, Faculty-in-Residence collaboration, overseeing RA community building, community walks, and other community development initiatives) ○ Strategic planning and management of a Residential Experience Plan in collaboration with the Resident Director to guide community development efforts. ○ Supporting conduct and community standards processes as a case resolution coordinator and adjudicating violations of Residential Services and University policies and procedures ○ Collaborating with and supporting academic initiatives (e.g., Faculty-in-Residence collaboration, supporting residential colleges, etc.) 	20%

<ul style="list-style-type: none"> • Serve in the on-call duty rotation <ul style="list-style-type: none"> ○ Assistant Resident Directors will serve on duty for approximately seven to ten days per quarter, consisting of about four to six weekday shifts and three to five weekend shifts, responding to significant student issues as necessary (each shift is 24 hours in length) ○ On-call duty responsibilities include, but are not limited to: <ul style="list-style-type: none"> ▪ Responding via phone and in person to various emergency and crisis situations (i.e., mental health concerns, medical assessments, facilities issues, fire alarms, etc.) ▪ Collaborating with emergency personnel and after-hours resources to provide student support ▪ Submitting incident reports to document issues and concerns ▪ Supporting on-duty RAs and GRAs 	15%
<ul style="list-style-type: none"> • Provide support for student well-being <ul style="list-style-type: none"> ○ Conducting health and safety checks for residents of concern ○ Locating and talking to students about issues for which any negative impacts are in the past, part of an ongoing issue that is already being managed, or not yet present ○ Providing referrals to resources to address the student's concern(s) ○ Follow up with students after distressing situations 	10%
<ul style="list-style-type: none"> • Serve on at least one RCS committee <ul style="list-style-type: none"> ○ 2025-2026 committees included: <ul style="list-style-type: none"> ▪ Hall Staff Recruitment & Training ▪ RA Recruitment, Selection, and Training ▪ Staff Recognition & Development ○ Committees may change from year to year, depending on the needs of the Office of Residential Experience 	10%
<ul style="list-style-type: none"> • Serve as a communication link between residence halls and the central office by: <ul style="list-style-type: none"> ○ Monitoring and reporting student trends, concerns, and needs to the RD and other administrators ○ Sharing updates from Residential Services staff with students ○ Distributing and posting flyers and other communications throughout residential communities 	5%
Assist in the maintenance and administration of a residential community, which will be achieved through:	
<ul style="list-style-type: none"> • Managing community opening and closing responsibilities during resident move-in and move-out periods. 	5%
<ul style="list-style-type: none"> • Managing occupancy, facilities, and access control as part of the ongoing administrative functions of the residential community. 	5%
<ul style="list-style-type: none"> • Utilizing technology, including but not limited to: StarRez, eRezLife, Maxient, WhenToWork, Persona, KeyTrak, and Microsoft 365 	5%
Other duties as assigned -- <i>Duties and assignments are subject to change at the Department of Residential Services' discretion. This may include additional supervision responsibilities or administrative tasks. Additional responsibilities may be assigned, including temporarily assuming duties of vacant hall staff positions to ensure continuity of operations.</i>	

Compensation

The ARD will receive a \$1,000 monthly stipend (10 months, September through June) plus housing accommodations and a meal plan to use when the campus dining halls are open. Additional funding may be available for professional development. Please note that candidates selected for this position will not receive any additional benefits beyond these benefits. The ARD can purchase a staff parking pass through Parking Services, but this expense is not covered by the department. We cannot offer tuition assistance, health insurance, or other benefits.

Minimum Qualifications & Competencies

A successful candidate will have the following:

- Experience living in a residential educational setting (e.g., undergraduate, boarding school, etc.)
- ARDs must enroll in a graduate program for the entire academic year; priority will be given to students enrolled at Northwestern University
- Interpersonal communication, organizational, and administrative skills/experience
- A commitment to student development
- The ARD position requires the ability to review written documents and online materials, operate and assist others in operating office equipment, lift and carry at least 10 pounds, ascend stairways, the ability to identify potential safety hazards, to be able to monitor adherence to rules and policies, and sufficient abilities to provide clear instructions and directions in emergency situations where rapid and clear communication is essential.

Preferred Qualifications & Competencies

While not mandatory, an ideal candidate will also have the following preferred qualifications and competencies. Candidates who may not meet any or all the following are still encouraged to apply and will be given full consideration.

- Students enrolled in the Master of Science in Higher Education Administration and Policy (MSHE) program at Northwestern will be given priority in the selection process.
- Experience as a Resident Assistant (RA) or similar position as an undergraduate
- Experience providing customer service (e.g., front desk or reception roles) and/or supporting community engagement (such as participation on a programming board or hall council)
- Strong problem-solving and prioritization skills
- Ability to work in a fast-paced, complex organization
- Ability to engage in critical thinking and intentional decision-making
- Excellent verbal and written communication skills
- Ability to work both independently and in a team environment
- Experience working with high-achieving students
- Mediation and conflict resolution skills
- Experience with the implementation and assessment of student learning outcomes
- Knowledge or experience in processing spreadsheets, email, and database software programs

Employment Term

Assistant Resident Director roles are 1-year term appointments with the possibility of extension. The 26-27 employment term is August 1, 2026, to June 30, 2027 (actual work dates may differ but will not extend past the listed dates).

Work will extend beyond academic terms and require ARDs to be on campus before the start of each academic term for move-in responsibilities and after the closing of buildings at the end of academic terms for move-out. These and other times may be designated “vacation blackout” or “limited time away” by the RCS leadership team at the start of each academic year.

The ARD position is a graduate internship intended to serve as a learning environment for developing professionals. The responsibilities of the ARD may be individualized from position to position depending on the strengths and interests of the ARD as well as the needs of the team to which they are assigned. The position description above serves as a baseline of standard expectations. ARDs will work with their supervisors to determine the appropriate balance of responsibilities. Outside of academic obligations, ARDs are expected to prioritize Residential Services meetings to the best of their ability.

Application Process

Access the [Assistant Resident Director application form](#) to apply.

Applications submitted by March 1, 2026, will receive priority review. Applications will be accepted and reviewed on a rolling basis until all positions are filled.

About Northwestern University

Recognized both nationally and internationally for the quality of its educational programs at all levels, Northwestern University is a private institution founded in 1851. The University has two campuses located on Lake Michigan: a 240-acre campus in Evanston, the first suburb north of Chicago, and a 25-acre campus in Chicago. Northwestern also has a campus in Education City, Doha (Northwestern University in Qatar – “NU-Q”). Northwestern combines innovative teaching and pioneering research in a highly collaborative environment that transcends traditional academic boundaries. It has distinguished itself by encouraging innovation and integrating experiences across fields. Northwestern provides students, faculty, and staff exceptional opportunities for intellectual, personal, and professional growth in a setting enhanced by the richness of Chicago.

Northwestern’s Residential Services program serves roughly 4,200 undergraduates and nearly 650 graduate students in more than 30 residence halls, residential colleges, and apartment complexes. Visit our website for more information about the department’s mission and operations:

<http://www.northwestern.edu/living/>.

Northwestern University is an Equal Opportunity Employer and does not discriminate on the basis of protected characteristics, including disability and veteran status. View Northwestern’s [non-discrimination statement](#). Job applicants who wish to request an accommodation in the application or hiring process should contact the Office of Civil Rights and Title IX Compliance. View [additional information on the accommodation process](#).