Administrative or Research Faculty Job Description

Position Title Requested: Assistant Director for Residence Life of Housing Operations

Date of Description: 1/28/16  Supervisor Title: Director of Housing and Residence Life

Position Number: 420160  Department: Residence Life

Job Purpose: Under the general supervision of the Director of Housing & Residence Life, the Assistant Director of Housing Operations is responsible for managing the Department’s Housing Operational functions, coordinating purchasing activities, supervision of all 1,800 campus housing assignments (Residence Halls, Greek Housing, and Apartment Life), technology/software management, oversight of all marketing functions, supervision of customer service and administrative support, and providing administrative leadership to the department. This position has primary responsibility for administrative support services in the department and directly supervises the Assignments Coordinator and the Mines Park Administrative Coordinator. The Assistant Director of Housing Operations is a highly visible member of the university community who interacts across divisional lines and works collaboratively with many segments of the university through education, consultation, advisement and referral.

Responsibilities:

**Housing Operations- 30%**

- Through supervision the Housing Assignments Coordinator, manage and direct all functions related to housing assignments for all campus housing (Residence Halls, Greek Housing, and Apartment Life) for students including the coordination of assignments for 1,800+ bed spaces on campus, initiation of policies related to assignment priorities and procedures, and interpretation of policy to students, staff, and parents.
- Provide departmental oversight for housing and meal plan charges, and student account billing.
- Manage through analysis and reports the quality and assurance on all work orders related to all housing areas. Work closely with Residence Life Coordinators and Facilities Management staff on work order issues.
- Manage and direct all functions related to security in the residence halls including electronic key box access, security cameras, and desk operations.
• Assist the Director in various projects, communications and reports, and attend various meetings on his/her behalf regarding Facilities Management and Capital Planning & Construction projects
• Maintain and disseminate accurate housing information; including housing rosters, occupancy reports, space utilization reports and no show lists.

Technology/Software Management-30%
• Provide direction and support for the technology functions within Residence Life including the Housing Management System (Starrez), BANNER, and technology support for the department.
• Serve as administrator of the Starrez Housing software system, monitor the system functions, help with problems, and facilitate contact with the vendor. Negotiate new purchases and manage the software upgrades.
• Supervise web site development and content (in coordination with CCIT). Make changes when necessary.
• Manage all aspects of marketing functions including but not limited to brochures, social media, and digital signage in housing areas.

Marketing-10%
• Create and provide web, media and print design
• Create electronic and print materials, flyers, brochures, displays, videos, webinars, newsletters, emails, and public presentations to promote Residence Life services and events.
• Create graphic design elements and website layouts in collaboration with Mines Public Relations and CCIT staff.
• Engage, inform and educate current and potential customers through social media presence.
• Supervise a student marketing team of 3 paraprofessional staff members.

Supervision 15%
• Assign duties and organize the responsibilities of the Housing, Dining, and Blastercard front office customer services operations.
• Hire, train, supervise, advise, and evaluate the Housing Assignments Coordinator and Administrative Coordinator for Mines Park. Indirectly supervise paraprofessional Office Assistant Staff (7-10).
• Take appropriate personnel actions that should be awarded or corrected through appropriate policies and procedures.
• Work nights/weekends as needed for special events and peak times.

Budget & Fiscal Management-10%
• In coordination with the Director, determine distribution of the allocated funds for the Residence Life and Housing department.
• Assure that the internal budget management strategy of funding and revenues will continuously provide the necessary resources to accomplish Housing and Residence Life goals and mission, within policies and expectations of Finance and Administration.
• Make decisions on budget management strategy and practice.
• Plan and track all housing allocated funds throughout the fiscal year or duration of the various housing projects.
• Analyze accounting or budget problems and decide when it is necessary to consult the Controller Budget Director, and/or Student Life budget professional (Executive Assistant for Vice President of Student Life).
• Run existing reports, design new ones, and customize them as needed. The sources for the reports are: Starrez, Banner system, individual Excel reports, and other data extracted from various fiscal documents. This would include database spreadsheets and report generating skills.

Other duties as assigned or required (including but not limited to) _5%
• Serve on departmental and university wide committees and task forces as assigned.
• Provide crisis response and emergency response on an as needed basis for all housing areas.
• Perform miscellaneous job-related duties as assigned by the Director of Housing and Residence Life.

Qualifications:
Bachelor’s degree is required and a Master’s degree in business administration, college student personnel, higher education administration, or related field with a combination of education and experience is strongly preferred. Moderate amount of progressively responsible professional experience within a full-time, progressively responsible experience in areas outlined in the position description in a Residence Life/University Housing setting is required. Successful experience in planning, organizing, and managing both business operations, budgets, and staff. Experience managing the workflow in a fast-paced office environment with tact and diplomacy. The position requires:
• Demonstrated ability to relate to individuals and groups with widely varying backgrounds, perspectives, education, and skills
• Demonstrated experience with the use of technology, including database management, in support of the business functions in a client centered setting.
• Budget development and management experience.
• Sound judgment and high standards in terms of professionalism,
• Quality of work product,
• Organization and attention to detail,
• Ability to handle confidential information and material with discretion,
• Strong interpersonal and communication skills, both written and verbal,
• Ability to proactively anticipate needs,
• Successful experience managing multiple tasks with shifting priorities,
• Successful experience working well under deadline.
• Ability to train a diverse population of student, staff, and faculty in a higher education setting.
- Technical experience and demonstrated skill with software such as Starrez, Banner, and other software related to the management housing and finance.
- Demonstrated skills in problem solving, crisis intervention, planning, and staff development.
- Demonstrated skill at both working independently and as part of a team,
- Taking initiative, following tasks through to completion is required.
- Proficiency with Microsoft Word, PowerPoint, Outlook, and Excel required.

**Decision Scope:** This position regularly makes decisions regarding:

- The proper accounting treatment for transactions which have been incorrectly posted and then make the necessary corrections.

- Prior to receiving Residence Life approved annual budget from the Budget Office, this position begins budget planning and prioritization. This position develops projections for Residence Halls, Apartment Housing, and Greek Housing operations, based on cost analysis and budget comparisons from past years combined with budget discussions and formal requests from various Residence Life areas. This position determines availability of budget funds for expenditures based on current fund balance, upcoming fixed and other projected expenses.

- Supervise the Residence Hall furniture inventory process, which is imperative to the quality assurance and budgetary processes for each residence hall. This consists of monitoring items received, updating and adjusting quantities, reconciling quantities for multiple (10-15 rooms) storage locations across campus and verify consistency within the housing Renovate, Renewal, Replace database. This position determines the appropriate amount of inventory that is needed for the appropriate amount of residents that are going to occupy for that fiscal year.

- This position initiates promotions, and when necessary corrective and/or disciplinary actions; completes annual employee Performance Management Plan and Evaluations.

- This position provides financial and revenue forecasting reports to the Director. In the absence of the Director, this positions acts as the representative for Residence Life on all budget, finance, and operation issues reporting directly to the Director of Auxiliary Services. In doing so, this position must provide accurate information and communicate specific request and direction to the proper Residence Life areas. This position will determines most efficient formats, charts and tables for thorough and accurate reporting of information.

- Since technology and computer support is critical to the successful operation of the department and is an integral part of the overall budget management strategy, this position is also responsible for the department computer hardware and software management master plan. Identifying departmental computer hardware and software needs; authorizing purchases of necessary hardware and software; providing necessary training; supervising website content; collaborating with other professional staff members to determine appropriate technology goals.
Communications: This position will use communication skills to:

- Present budget and fiscal information to diverse audiences including college administration, principle investigators, and School budget, research administration, and fiscal staff.

- Discuss fund status with regard to amount of funds in the departmental accounts with various stakeholders that are within and outside of the department.

- If an audit occurs, works with the Director and corresponding stakeholder within the department to prepare a response.

- Responds to request for analytical fiscal studies and analyses solicited by the Director and Associate Director for Residence Life. Additionally, working with the Student Life Budget Analyst on analysis and reporting.

- Clarify, train and teach departmental staff on the use of the finance and housing software/technology systems.

- Written communication in all marketing functions of Residence Life. This is includes, but not limited to, brochures, website, social media, and digital signage.

Approving Signatures:

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Direct Supervisor/Manager Signature  Typed/Printed Name  Date

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Department Director or Manager Signature  Typed/Printed Name  Date

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Dean Signature (if applicable)  Typed/Printed Name  Date

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Area Executive Signature  Typed/Printed Name  Date