Class Title: Manager of Program Operations
Salary Range: 40
Work Schedule: Monday – Friday, Days
Supervisor: Assistant Director for Student and Desk Services

Position Purpose
Oversee the daily operation of the Student Services Office, which serves visitors, prospective students, current students, and their families. Oversee management of student housing assignment, housing tour program and student accounts billing process.

Description of Duties

Supervision and Office Management
• Direct supervision of three Program Coordinators, two Program Support Supervisors, one Program Support Supervisor and indirect supervision of two Program Assistants and up to 50 Student Employees.
• Manage the daily operation of the Student Services Office.
• Manage multiple office functions in an environment with competing demands while maintaining excellent customer service and attention to detail.
• Engage staff in development of ideas and innovations to streamline processes and improve service.
• Support and develop staff in their time management skills, project management, customer service communication, conflict resolution skills, attention to detail, and supervisory skills.
• Perform other duties as assigned.

Customer Service
• Ensure consistent and courteous customer service and accurate information is provided to our customers.
• Resolve complaints from customers and the public.
• Review and assess requests for exceptions to policies as appropriate.
• Responsible for coordinating the research, facilitation, data entry, and communication for the waivers and appeals process from request to decision outcome.
• Coordinate office opening and closing duties including cash office tasks, telephone services and general office appearance.
• Coordinate office customer service efforts including administration of the hfsinfo@uw.edu email account, telephone, and walk-in service coverage.
• Review outgoing communication for campus partners, and customers including emails, webpages, and applications.
• Collaborate with HFS units as well as division and campus staff to maintain awareness of student and organizational needs related to housing application and assignment process.
• Serve on departmental and/or University committees as designated.

Student Accounts
• Oversee billing and collections for residence halls, single-student apartments, and family housing, ensuring accuracy and timely follow-up on past-due accounts.
• Review and reconcile student accounts.
• Review credit balances and approve student refunds.
• Work with other UW Departments to coordinate student billing and payment. Departments include Athletics, Financial Aid and various academic departments.

Assignments
• Project manager for the assignment processes for all housing agreement types.
• Maximize occupancy by ensuring that vacancies in the residence halls, single-student apartments, and family housing are offered in a timely manner.
• Ensure staff is in accordance with the WAC and department policies when making assignments.
• Administer a variety of complex priority systems that govern the assignment of residence halls, single-student apartments, and family housing spaces.
• Partner with Disability Resources for Students (DRS) to ensure appropriate assignments are made for students with approved accommodations.
• Collaborate with campus partners for applicants who need specific housing types, price point, or locations.

Policies and Procedures
• Review all current agreements to ensure that they meet the current business needs, while enhancing the student experience and make recommendations for changes.
• Manage and maintain unit policies and procedures to ensure they are relevant, documented, and timely.
• Assist in short- and long-range planning, developing goals, and objectives for the Student Services Office.

Impact to the university
• A seamless and well-managed assignment system contributes to student satisfaction.
• Maintaining systems and processes that are compliant contributes to reduced liability.
• Accurate billing and timely collection is essential for financial stability.
• Courteous, accurate, and timely communication with students and parents promotes a positive impression of the Department and the University.
• Decision-making may impact public relations for the University.
• Ensuring efficiency in the assignment process contributes to high occupancy and financial stability for HFS.

Position complexities
• Impact the assignment process has on occupancy rates.
• Financial implications of timely and accurate billing and collection on student accounts.
• Impact decision-making has on reputations and relationships of the Department, Division, and University with visitors, prospective students, current students, their families, and the community.
• Complexity of operating environment requires currency with University policies and procedures as well as applicable state and federal laws.
• Environment for decision-making is time-sensitive and frequently involves competing demands.
• Ensuring customer satisfaction in an environment of limited resources.
• Currency with changing resident demographics and their associated needs.
• Managing a system that involves numerous and diverse terms and agreements.
• Providing clear communication and customer service to a diverse student and staff populations.

Working conditions
Typical working hours are 8 a.m. to 5 p.m., Monday through Friday; however, the position will occasionally be required to participate in events outside of regular office hours.
Supervision responsibilities
• Direct supervision of three Program Coordinators, two Program Support Supervisors, one Program Support Supervisor and indirect supervision of two Program Assistants and up to 50 Student Employees.

Reports to
Assistant Director for Occupancy Management

Qualifications
• A bachelor's degree and two years of professional university housing management.
• Demonstrated experience working with databases.
• Experience managing and making decisions in a complex environment.
• Ability to work effectively, while maintaining excellent working relationships with faculty, staff, and students.
• Excellent oral and written communication and presentation skills.
• A track record of fostering a positive work environment supportive of professional development.
• Creativity and resourcefulness with a high degree of flexibility as well as problem solving and strategic planning ability.
• Successful team leadership and supervisory experience.

Equivalent combinations of education and experience may be considered.

Condition of employment
• A satisfactory outcome from a criminal background check is required prior to hire.
• A satisfactory outcome from the employment verification and reference check processes is required prior to hire.