PURPOSE

Provide leadership, and direction in support of the Department’s occupancy planning and management strategies. This includes guidance and oversight of the Student and Desk Services teams that coordinate the application, assignment and agreement processes for all housing options, and the operation of four residence hall desks. Provide leadership to unit special projects and initiatives.

RESPONSIBILITIES

Strategic Planning
• Provide strategic leadership to occupancy management.
  ‒ Provide analysis to guide long term occupancy planning.
  ‒ Analyze data to establish trends and forecast current housing demand.
  ‒ Work in collaboration with the Office of Admissions and review historical data and current trends to produce accurate housing projections for 9- and 12-month housing.
  ‒ Lead the work of the Occupancy Planning Committee.
• Provide HFS senior leadership with accurate and thorough information from multiple sources for informed decision-making supporting HFS priorities.
• Identify annual priorities for team and unit, as well as associated action plans and measures of success.
• Create, initiate and prepare executive reports regarding applications and occupancy.
• Develop and manage changes to the operating budget related to Student and Desk Services.
• Work with staff and other HFS units in both leadership and support roles to ensure that Department priorities and initiatives are achieved.

Organizational Effectiveness
• Provide leadership and direction to Student Services and Desk Services teams.
• Coordinate communications throughout the student engagement process.
• Oversee the management of current student housing and dining accounts.
• Review and establish current policies and practices related to housing agreements, applications and assignments, and recommend changes. Ensure that the housing agreements are reviewed and updated annually to reflect Department goals and policies, University policies and applicable state and federal laws.
• Coordinate program activities with other University departments to ensure a seamless customer experience for students. The departments include, but are not limited to, the Office of Admissions, Student Financial Aid, Parent and Family Programs, Student Fiscal Services, First Year Programs and the Office of Fraternity and Sorority Life.
• Ensure that policies are adhered to in regard to coordinating requests for reasonable accommodation with Disability Resources for Students.
• Coordinate outreach among University departments for graduate/professional housing areas to ensure maximum occupancy in 12-month and family housing.
• Oversee the coordination of housing tours for prospective and current students and their families.
• Work with a private property management company to ensure maximum occupancy at private-public properties.
• Establish measures for continuous improvement of customer service and efficiency.

Leadership
• Identify, articulate and model values and behaviors that support an organizational culture, characterized as positive, productive and committed to serving students.
• Maintain relationships with campus colleagues and stakeholders, to facilitate collaboration and sharing of best practices.
• Represent the Department on various University committees and direct or serve on Department committees and teams.
• Provide leadership to designated strategic initiatives for Student and Financial Services.

Supervision
• Supervise the work completed by direct reports, ensuring appropriate productivity and quality.
• Evaluate the work completed by direct reports and provide constructive feedback so as to support success.
• Provide guidance to direct reports on requirements and/or opportunities for learning and professional development.

Special Projects
• Plan, implement and direct unit special projects including strategic initiatives and process improvement efforts.
• Lead the work of cross-functional teams including planning and setting priorities, resource management, and evaluating progress.

IMPACT TO THE UNIVERSITY
• Information provided by this position is used by Department and University leadership in decision-making that impacts revenue and student housing availability.
• Accuracy of work maximizes the number of students that can be accommodated with campus housing. Underestimated occupancy could impact enrollment if students who are unable to obtain campus housing select another university.
• Decisions made by this position can maximize the benefit of student housing to the University in terms of student satisfaction and revenue.
• Compliance with Department and University policies and procedures as well as state and federal laws contributes to reduced liability.

POSITION COMPLEXITIES
• Making decisions that directly impact capacity to accommodate student residents.
• Managing projections with minimal margin of error to ensure that HFS occupancy and revenue goals are achieved.
• Making decisions that impact the reputations and relationships of the Department, Division and University with current and prospective students, their families and the community.
• Administering a large and complex occupancy management system.
• Responding to complaints/questions on behalf of a variety of senior leaders within the University including the Executive Director, Vice President and the President.
• Managing services that are distributed among several locations, requiring remote site management, multitasking and competing priorities.
• Remaining current on local housing market trends and technological advancements in the housing management and customer service industries.
• Overseeing the administration of numerous and diverse housing applications and agreements.

WORKING CONDITIONS

Typical working hours are 8 a.m. to 5 p.m., Monday through Friday; however, the Assistant Director will occasionally be required to participate in events outside of regular office hours.

Decisions must often be made under conditions where time is a factor as well as where there may be equal and competing priorities.

SUPERVISION RESPONSIBILITIES

Direct supervision of three professional staff. Indirect supervision of 15 permanent staff and approximately 65 student and hourly staff.

REPORTS TO

Chief Financial Officer

QUALIFICATIONS

• A bachelor's degree and five years of professional university housing management.
• Demonstrated ability to work effectively, while maintaining excellent working relationships with faculty, staff, students and parents.
• Excellent oral and written communication and presentation skills.
• A track record of fostering diversity in the workplace and creating 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.
• Demonstrated experience in strategic visioning, planning and analysis.
• Personal qualities of integrity, credibility, tact and commitment to the mission, vision and goals of the Department.
• Successful team leadership and supervision experience.

Equivalent combinations of education and experience may be considered.

**CONDITION OF EMPLOYMENT**
A satisfactory outcome from the employment verification and reference check processes