AUBURN
Human Resources

Coord, Housing Business Operations

Job Description

JOB INFORMATION

Job Code	AD49
Job Description Title	Coord, Housing Business Operations
Pay Grade	SR05
Range Minimum	$36,640
33rd %	$41,530
Range Midpoint	$43,970
67th %	$46,410
Range Maximum	$51,300
Exemption Status	Exempt
Organizational use restricted to the following divisions	169 SVP for Student Affairs
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	11/10/2022

JOB FAMILY AND FUNCTION

Job Family:	Student Resources
Job Function:	Student Housing & Residence Life

JOB SUMMARY

Reporting to the Assistant Director of Business Operations Housing, the Coordinator, Housing Business Operations provides coordination and oversight over 6,000 student housing applications and assignments in campus apartments and residence halls, room change process, and cancellation process for first-year students, returning students, transfer students, student athletes, and Residential Learning Communities.

RESPONSIBILITIES

- Coordinates the daily operations of the housing assignment processes including residence hall assignments, room changes, and space management. Works closely with the Area Coordinators to facilitate room changes, process semester and weekly occupancy reports, and ensure efficient and effective communication from the central office to the area offices.
- Coordinates and oversees the housing application process for fall, spring, and summer semesters to include roommate requests, building/housing area preferences, and application cancellations. Works closely with Student Financial Services and Student Affairs Business Office to process housing fees and cancellation refunds/forfeits.
- Coordinates the room assignment process for fall, spring, and summer semesters as it relates to room selection, ADA housing accommodations, and special interest groups. Works closely with various campus partners to ensure proper student placement depending upon the needs of each special interest group.
- Coordinates the development, implementation, and oversight of departmental customer service efforts. Serves as a liaison to students, families, University faculty and staff, and others regarding complaints, questions, and other assignment matters via telephone, electronic communication, and in-office visits.
- Coordinates alongside the Assistant Director of Business Operations with all departmental reporting efforts which include identifying trends, projections, and forecasting of future housing needs. Assists with financial reporting and financial batch runs in Banner.
- Assists in the creation and maintenance of data and data structures within HMS/StarRez and provide reports and query results for individuals, departments, and outside entities in accordance with FERPA and HIPPA guidelines.
- Oversees the graduate assistant(s) and the housing ambassador program to include the coordination of the housing showrooms, tour information, training, and working with various campus partners (i.e. Admissions and other special interest groups) to ensure housing is a part of the student recruitment efforts campus-wide.

RESPONSIBILITIES

- Coordinates the day-to-day communications, marketing, and promotional material delivered through various mediums in a college, school, or department. This includes the coordination of the department's social media platforms and residence hall digital signage.
- Keeps supervisors informed of any major irregularities or anomalies.
- May work during emergencies and acts in an on-call capacity.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	No specific discipline.	and	3 years of	Experience in coordinating student housing operations or property management.	

Substitutions Allowed for Education	Yes

Substitution allowed for Education: When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of best practices of housing assignments, customer service, and housing trends as well as making sure Housing policies are compliant with NCAA regulations, ADA regulations, FERPA, and HIPAA.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Sitting				X		
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically.