AUBURN
Human Resources

Asst Dir, Business Operations Housing

Job Description

JOB INFORMATION

Job Code	AE96
Job Description Title	Asst Dir, Business Operations Housing
Pay Grade	SR10
Range Minimum	$53,620
33rd %	$66,130
Range Midpoint	$72,380
67th %	$78,640
Range Maximum	$91,150
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	2/18/2019

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

Develops, oversees, and manages the housing application and assignment process, as well as the oversight and management of operational tasks and administrative functions as it relates to housing tours, housing ambassador student staff, and overall communications to prospective students.

RESPONSIBILITIES

- Plans, develops, and oversees complex operations system and procedures including housing applications, housing assignments/reapplication, mass and individual billing with corresponding auditing, creating and managing student housing charges, and customer service functions as it relates to the application and assignments process for the department. Works with other departments which include but not limited to Athletics, Honors College, First Year Seminar and Greek Life to create and manage the housing applications and assignments for each special student population.
- Implements and maintains the application and assignments software. Responsible for the creation and maintenance of the housing applications each semester. Responsible for modifying hall/room/bed setup in the database prior to the assignment process. Works with the IT department on verification reports to ensure the department software matches the university software system. Manage the departmental website content as it relates to the application and assignment process.
- Selects, trains, and supervises student employees (Housing Ambassadors) and a graduate assistant(s). This includes the oversight of the hiring and performance evaluation of each employee. Oversees and manages the processes as it relates to the application and assignments that other professional staff members perform. This includes but is not limited to application cancellation procedures and reporting, student check-out procedures, and student reassignment procedures.
- Develops, maintains, and reports occupancy statistics and other information for housing projections, budget development, analysis and data management each semester. Responsible for maintaining a departmental occupancy each fall semester of at least 96%. Works directly with the director to forecast semester occupancy rates.
- Serves on various departmental committees and leadership teams.

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	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

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	Degree in Management, Business Administration, or related field		4 years of	Experience in managing/administering student housing operations or property management.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of housing operations and management	

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		
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.