Title: Associate Director, Housing

Essential Function
Under general supervision from a designated administrator, direct the administrative and operational activities of Housing, to include the management of resident hall contracts and room assignment procedure, billing and collections and computer system functions.

Characteristic Duties
• Direct the administrative and operational activities of Housing (i.e., management of conferencing programs, resident hall contracts and room assignment procedures, meal plan programs and rates, billing and collections, system functions, etc.).

• Design, coordinate, and supervise systems and procedures for managing activities within the department, including student records and contracts.

• Develop and implement policies and procedures relating to residence hall occupancy and the central housing and food services office.

• Develop services to meet the needs of residents to ensure consistency with the mission of Housing and Food Services, Campus Services and the University.

• Prepare and monitor budget for housing operations and make recommendations for capital expenditures (i.e., furniture & equipment).

• Assist the Director of Housing & Food Services with planning of room and board programs, forecasting occupancy and developing revenue and expense budgets.

• Coordinate the development of marketing strategies and public relations activities through informational brochures, flyers, literature, etc.

• Represent Housing and Food Services to various groups; serve as liaison with internal services and external agencies that promote effective operation of the residence hall programs and present a positive image of the department and the university.

• Continually evaluate the effectiveness of the housing operations and customer service for updating and enhancements.

• Provide direct supervision to exempt and non-exempt staff (i.e., hiring/firing, performance evaluations, disciplinary action, approve time off, etc.).

• Perform related duties based on departmental need.

Minimum Qualifications
• Bachelor's degree with five (5) years experience; -OR- Associate's degree with seven (7) years experience; -OR- nine (9) years experience. Degree must be in a related field. Experience must be in housing administration/management on a large college campus and food service management. Experience may also require at least three (3) years supervision.

Last updated: November 2001