



DATE ISSUED: 05/18
FLSA: Exempt
PTO: COVS

JOB DESCRIPTION

TITLE

Manager, Housing Assignments & Accounts

JOB SUMMARY

The Manager, Housing Assignments & Accounts position has direct responsibility for management of the housing applications, assignments, billing, and collections processes encompassed within a comprehensive housing program comprising 2000+ students. Working independently and as part of a team, the Manager, Housing Assignments & Accounts is expected to implement position responsibilities including, but not limited to, coordination of the daily activities of the assignments area for the Department of University Housing encompassing processing Housing and Food Service applications, billing and collections, and developing and maintaining statistical reports. This position performs highly responsible and confidential duties as well as determining production methods, schedules, and priorities. Work is performed under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Assistant Director for Housing Administrative Services

Supervises: May supervise student assistants

ESSENTIAL DUTIES - May include, but not limited to the following:

- Reviews housing application and application processes to ensure best practices in the field of student housing.
- Handles day to day assignments, room changes, billing questions, and other student and parent inquiries.
- Establishes and follow best practices for assignments and utilizes housing management software to effectively carry out all assignments functions.
- Creates dashboards and reports for the Assistant Director for Housing and Administrative Services and Director of Housing & Residence Life.
- Ensures accurate flow of housing information to the respective systems (Colleague).

- Develops educational materials and written materials to help educate students on housing assignments.
- Coordinates communication with campus partners, students and parents on all items related to housing assignments, billing, room changes, room selection and monitor UHRL housing inbox for housing@twu.edu.
- Provides integral support to the annual Priority Room Selection process.
- Initiates and develops occupancy reports and other administrative and statistical documents used to forecast housing trends.
- Maintains accurate records of all housing occupancy transactions.
- Initiates resident evictions processes and procedures as necessary.
- Assists with enforcement of the University Residency Requirement, and the release request process covering students who are not currently under the Housing/Food Services contract.
- Audits building records regarding information and documents relating to resident occupancy.
- Utilizes computer equipment including Microsoft Excel, Microsoft Word, PowerPoint, e-mail, the housing manage system database, Colleague, and other applications.
- Coordinates the Department's presence at all Admissions recruitment & retention initiatives.
- Represents University Housing and Residence Life at Orientation Sessions, Open Houses, and other Admissions recruitment & retention initiatives.
- Interacts daily with students, parents, staff and guests (either in person, by phone, or by email) regarding room assignments and/or housing charges.
- Maintains accurate up-to-date resident files for the assignments and billing components of University Housing.
- Maintains availability on all opening and closing weekends, as well as final exam weeks, for the fall, spring, and summer semesters, and assist staff with coordination and implementation of the resident check-in and check-out processes.
- Advances the philosophy of multiculturalism and actively promotes diversity within all components of University Housing and Residence Life.
- Attends, participates in, and provides support to all training, in-services, staff retreats, departmental or supervisor staff meetings, and/or University committees or Task Forces as requested.
- Oversees Central office front desk operations.
- Oversees the creation, handling, and storage of all assignments related records in accordance with applicable record retention guidelines.
- Supervises Central Office Student Assistants.
- Attends professional conferences and workshop as recommended by the supervisor for professional development and/or project assignments.

ADDITIONAL DUTIES

- Performs other duties as requested.

EDUCATION

Bachelor's degree in business, education, or a related field required.

EXPERIENCE

Two years experience required. Familiarity with University Housing systems and operations is preferred. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- High level of attention to detail and accuracy. Must be able to think systematically about complex assignment processes.
- Ability to learn new systems and processes quickly, and to respond to changing priorities while working in a dynamic environment.
- Ability to follow established procedures and adhere to policies, rules and guidelines.
- Ability to articulate policy and processes clearly and diplomatically.
- Ability to independently solve problems and organize daily tasks to meet deadlines.
- Ability to work effectively as part of a team.
- Proven excellent customer service skills with a diverse and large customer base and the ability to respond with tact and compassion to oral and written customer complaints and concerns.
- Ability to interact with University administrators, students, staff, faculty, and parents with an understanding of protocol, political environment, security, and confidentiality.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Manager, Housing
Assignments & Accounts
Date Issued: 05/18
FLSA: Exempt
PTO: VCS

The employee may be required to travel. The employee must have the ability to occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Printed Employee Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

*Manager, Housing
Assignments & Accounts
Date Issued: 05/18
FLSA: Exempt
PTO: VCS*

All positions at Texas Woman's University are deemed security sensitive requiring background checks.