



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 02/16
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Assistant Director, Housing Administrative Services

JOB SUMMARY

The Assistant Director for Housing Administrative Services is directly responsible for the supervision of the University Housing business and administrative operations for the central office and the five residence hall communities accommodating approximately 2000 students. Work is performed under general supervision and performance evaluation 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: Director of University Housing and Residence Life

Supervises: Manager of Housing Assignments & Accounts

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

- Manages the housing management system with assistance from the Systems Engineer.
- Supervises the annual Priority Room Selection Process, including oversight responsibility for administration of the housing application and room assignment processes.
- Coordinates the enforcement of the University Residency Requirement, and coordinate the release request process covering students who are not currently under the Housing/Food Services contract.
- Directs the accounts receivable, billing and collection process for TWU and non TWU residents, and conference, guest, and commuter housing.
- Effectively markets the department with assistance from the Communications Coordinator.
- Monitors and updates rental contracts with sororities and other outside agencies and endures payments are made and credited accordingly.
- Maintains up-to-date rate sheets with a breakdown to daily rate.

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- Assures that bills are sent out on a timely basis for apartments and nonstudents (working with the Systems Engineer).
- Monitors the deposit process in the department.
- Audits financial and operations systems in the office and in the halls.
- Accountable for the departmental petty cash.
- Verifies and signs off on deposits in the Housing office.
- Trains staff to do receipts and input data into HMS.
- In conjunction with the Systems Engineer, provides weekly and monthly occupancy reports and occupancy forecasting reports, as well as other statistical reports requested by the Director.
- Coordinates the outstanding debt collection process, notifies the residents of their debt and then contact the collection agency with which the University has a contract to contact residents with past debts. This will be done on a monthly basis.
- In conjunction with the administrative assistant, coordinates the purchase of office supplies for the central office and the residence halls and apartments.
- Serves as liaison with the University Housing contract vendors. Vendors include, but are not limited to: Laundry vendor; University vending operation personnel; Cable vendor, monitoring billing and providing occupancy information as needed; and Master-leased apartment companies.
- Assists the Systems Engineer with the management of the security access system.
- Assists with programming doors and establishing parameters.
- Assists with training the staff.
- Assists additional installation and upgrades.
- Assists with the development of the annual budget.
- Identifies state, local, and university resources that are available to students in the residence halls and apartments in the form of aid packages, grants, and scholarships. Serve as convener for the scholarship and emergency aid committees for residence hall and apartment students and students with families.
- Represents department at Orientation Sessions, Open Houses, and other Admissions recruitment & retention initiatives.
- Serves on University, divisional and departmental committees.
- Reviews the department's budget monthly and provide updates to the Core Team.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge in accordance to University policy. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Provide weekly and monthly occupancy reports and occupancy forecasting reports, as well as other statistical reports requested by the Director.
- Performs other duties as requested.

EDUCATION

Master's degree in student personnel, business, management, or higher education in a related area.

EXPERIENCE

Four years of professional experience in residence life management, business operations or related fields.

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:

- Demonstrate commitment to inclusiveness and diversity.
- Knowledge of current organizational development, business management and facility management practices relative to area of assigned work and the entire residence hall operation.
- Understanding of university priorities, policies, and procedures.
- Ability to plan, direct, and evaluate a complex operation, using human resources, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to plan, execute, and evaluate activities to reach long and short term goals of the department and the university, particularly as it relates to facility planning.
- Effective organizational and time management skills.
- Ability to personally evaluate multilevel residence hall facilities which includes walking stairs and visually inspecting buildings.
- Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
- Ability to apply budgetary and fiscal planning techniques within financial constraints.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to communicate effectively -orally, by phone, in person, and in writing.

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- Ability to respond to emergency situations in a timely manner.
- Ability to work evenings, weekends and some holiday responsibilities.
- Ability to use a personal computer and other office equipment, including university related 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.

The employee may be required to travel.

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: _____

Employee Printed Name: _____

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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.

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