



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 04/16
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Assistant Director, Housing Facilities

JOB SUMMARY

The Assistant Director of Housing Operations has direct responsibility for oversight of the facilities components of an overall housing program comprising 2000+ students. Position responsibilities include, but are not limited to, departmental oversight responsibility for all custodial and maintenance operations for University residence facilities, serve as a liaison to the Department of Facilities Management and Construction, serve as a liaison for master-leased off-campus housing properties and summer conference cleaning responsibilities. Provides leadership and direct supervision of Housing Maintenance Worker II, student Maintenance Assistants and summer cleaning crew staff. 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 & Residence Life

Supervises: Maintenance Worker II, Student Maintenance Assistants, Summer Cleaning Crew

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

- Directs, supervises, trains, and evaluates the Housing Maintenance Worker II, student Maintenance Assistants, Summer Cleaning Crew.
- Initiates and processes administrative documents related to management of the Facilities operation for all residential buildings contained within housing program comprising 2,000+ student beds.
- Researches, project budget needs, and develops bid specifications for major facility related purchases within the residential system.
- Participates in the preparation and justification of financial plans, and promotes fiscal integrity within budgetary constraints.

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- Assists the Director of University Housing & Residence Life in developing and implementing long and short-term plans for renovations and refurbishment of existing and acquired new buildings.
- Participates in annual department budget meetings.
- Supervises and coordinates the University Work Order System providing follow-ups to ensure timely response and completion of repairs and projects.
- Serves as the University Housing & Residence Life primary liaison to the Department of Facilities Management and Construction regarding all custodial, maintenance, renovation, and construction issues and projects pertaining to the University Housing program.
- Directs facility preparation in the residence halls and apartment complexes including opening weekends and on-going day-to-day facility needs.
- Confers with University administrators and outside officials to coordinate work, contracts, programs, and related needs follows up to ensure continuity and economy of effort and materials.
- Provides oversight responsibility, leadership and supervision to the University Housing Conference Program by directing facility preparation for conferences and workshops in the residence halls and apartment complexes.
- Ensures the rooms and public spaces in the residence halls and apartments are clean, well maintained, and move-in ready for students, conference groups, and guests; walks the residential buildings weekly to visually inspect and evaluate the facilities.
- Coordinates relocation and inventory of furniture, ensures cleanliness and refurbishing of furniture; researches and make recommendations for new or replacement furniture purchases.
- Serves as the departmental University Safety Officer.
- Implements procedures to ensure staff and student compliance with all safety policies and requirements.
- Coordinates residence life efforts in safety and security awareness.
- Develops and distributes information to residential students regarding safety and security. Serve as the department reporting agent for federal crime statistical summary.
- Serves on the back-up professional staff 24-hours per day duty rotation for University Housing responding to and documenting emergency situations while initiating communication and appropriate action in an effort to resolve the emergency, while working in concert with other University staff including, but not limited to: Public Safety, Counseling, Health Services, Student Life, etc.
- Orders supplies and parts for tradesmen and custodians.
- Processes Residence Hall Facility Request and coordinate reservation set up.
- 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.
- Enhances public relations by representing the Department of University Housing & Residence Life and TWU by interacting with and responding promptly to students, parents, and guests of the University. Represents University Housing & Residence Life at Orientation Sessions, Open Houses, and other Admissions recruitment & retention initiatives.

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- Interprets, supports, and enforces University policies, procedures, and regulations.
- Trains Residence Life staff in basic facility management ensuring the integrity of the building envelope, closing procedures at the end of each semester, and basic “how to’s for student staff.
- Mediates student conflicts as requested and is sensitive to the individual needs and concerns of the students.
- Gives presentations as requested.
- Advances the philosophy of multiculturalism and actively promotes diversity within all components of University Housing & Residence Life.
- Attends, participates in, and provide support to all training, in-services, staff retreats, departmental or supervisor staff meetings, and/or University committees or Task Forces as requested.
- Attends professional conferences and workshop as recommended by the supervisor for professional development and/or project assignments,
- Oversees the laundry and cleaning contracts for the department.
- Establishes job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Serves on departmental and university committees.
- Performs other duties as requested.

EDUCATION

Master’s degree in student personnel, higher education, counseling or a related field required. Additional job related experience may substitute for the required education on a year-for year basis.

EXPERIENCE

A minimum of five years of professional experience in Residence Life/University Housing with emphasis in staff supervision, familiarity with custodial/maintenance operations, and/or student conduct.

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:

- Demonstrated 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.
- 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 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.

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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: _____

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.