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## Auburn University Job Description

Job Title: **Asst Dir, Bus Ops Housing**

Job Family: No Family

Job Code: **AE96**

Grade 34: \$45,100 - \$75,100

FLSA status: Exempt

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### 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.

### Essential Functions

1. 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.
2. 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.
3. 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.
4. 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.
5. Serves on various departmental committees and leadership teams.

### 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.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	Four-year college degree	Degree in Management, Business Administration, or related field
<b>Experience (yrs.)</b>	4	Experience in managing/administering student housing operations or property management.

#### **Substitutions allowed for Education:**

Indicated education is required; no substitutions allowed.

#### **Substitutions allowed for Experience:**

Indicated experience is required; no substitutions allowed.

#### **Minimum Required Knowledge**

Knowledge of housing operations and management

#### **Certification or Licensure Requirements**

None Required

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### Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, talking, hearing, handling objects with hands,

Job occasionally requires reaching, and lifting up to 10 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 2/18/2019

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