
Auburn University Job Description

| | | | |
|--------------|-------------------------------|-------------|---------------------|
| Job Title: | Coord, Housing Bus Ops | Job Family: | No Family |
| Job Code: | AD49 | Grade 31: | \$31,300 - \$52,100 |
| FLSA status: | Exempt | | |

Job Summary

Reporting to the Assistant Director of Business Operations Housing, the Coordinator, Housing Business Operations provides coordination and oversight over 6,000 student housing applications and assignments in campus apartments and residence halls, room change process, and cancellation process for first-year students, returning students, transfer students, student athletes, and Residential Learning Communities.

Essential Functions

1. Coordinates the daily operations of the housing assignment processes including residence hall assignments, room changes, and space management. Works closely with the Area Coordinators to facilitate room changes, process semester and weekly occupancy reports, and ensure efficient and effective communication from the central office to the area offices.
2. Coordinates and oversees the housing application process for fall, spring, and summer semesters to include roommate requests, building/housing area preferences, and application cancellations. Works closely with Student Financial Services and Student Affairs Business Office to process housing fees and cancellation refunds/forfeits.
3. Coordinates the room assignment process for fall, spring, and summer semesters as it relates to room selection, ADA housing accommodations, and special interest groups. Works closely with various campus partners to ensure proper student placement depending upon the needs of each special interest group.
4. Coordinates the development, implementation, and oversight of departmental customer service efforts. Serves as a liaison to students, families, University faculty and staff, and others regarding complaints, questions, and other assignment matters via telephone, electronic communication, and in-office visits.
5. Coordinates alongside the Assistant Director of Business Operations with all departmental reporting efforts which include identifying trends, projections, and forecasting of future housing needs. Assists with financial reporting and financial batch runs in Banner.
6. Assists in the creation and maintenance of data and data structures within HMS/StarRez and provide reports and query results for individuals, departments, and outside entities in accordance with FERPA and HIPPA guidelines.
7. Oversees the graduate assistant(s) and the housing ambassador program to include the coordination of the housing showrooms, tour information, training, and working with various campus partners (i.e. Admissions and other special interest groups) to ensure housing is a part of the student recruitment efforts campus-wide.
8. Coordinates the day-to-day communications, marketing, and promotional material delivered through various mediums in a college, school, or department. This includes the coordination of the department's social media platforms and residence hall digital signage.
9. Keeps supervisors informed of any major irregularities or anomalies.
10. May work during emergencies and acts in an on-call capacity.
11. May perform other duties as assigned.

Supervisory Responsibility

Auburn University Job Description

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

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.

Auburn University Job Description

Minimum Required Education and Experience

| | <u>Minimum</u> | <u>Focus of Education/Experience</u> |
|--------------------------|--------------------------|---|
| Education | Four-year college degree | No specific discipline. |
| Experience (yrs.) | 3 | Experience in coordinating student housing operations or property management. |

Substitutions allowed for Education:

When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of best practices of housing assignments, customer service, and housing trends as well as making sure Housing policies are compliant with NCAA regulations, ADA regulations, FERPA, and HIPAA.

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

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 sitting, talking, hearing, handling objects with hands, .

Job occasionally requires standing, walking, reaching, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

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

Date: 3/5/2021
