



# The University of Texas at San Antonio™

## Job Description

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<b>Job Title:</b>	Housing Operations Coordinator	<b>Job Family:</b>	Student Services
<b>Type:</b>	Non-Exempt	<b>Job Code:</b>	19231
<b>Department:</b>	Housing and Residence Life	<b>Salary Grade:</b>	57
<b>Reports to:</b>	Executive Director, Housing and Residence Life	<b>Created/Revised:</b>	9/6/2022
<b>Work Modality:</b>	On-Campus		

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## Job Summary

Serves as a member of the Housing and Residence Life team. Responsible for the direction of assigned functional area within the department, often working with internal and external stakeholders. Functional assignments are flexible and will be re-evaluated as needed. Assists with the development and delivery of administrative and operational initiatives designed to support the delivery of a comprehensive year-round residential program.

Shares responsibility for the operation and execution of housing functional areas such as customer service, communications, leasing, housing software management, summer conference operations. Shares the management and supervision of Housing Administration student personnel. Works to achieve housing occupancy, customer service and revenue-generation goals. Collaborates with various departments and campus stakeholders on programs, initiatives and services. Ensures that operations are effective and efficient, maintains confidentiality of student information, maintains accurate data and ensures compliance with applicable laws, regulations, policies and procedures. Utilizes and manages third-party software as a key component of housing services. Participates in leasing and recruitment events in conjunction with key stakeholders involved in the recruitment of students to UTSA.

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## Core Responsibilities

1. Hire, train and supervise Housing Administration student personnel. Ensure staff are well-trained, communicate accurately and provide excellent customer service. Staff will perform duties, communicate effectively, and utilize software to serve customers, and assist Housing Administration as necessary to achieve goals and objectives. Indirectly supervise Residence Life student personnel regarding housing administration expectations and procedures.
2. Manage recruiting, contracts, assignments, occupancy and customer service procedures designed to achieve housing administration objectives.
3. Ensure accurate billing for academic, full-year, summer and summer conference charges.
4. Assist with the creation, operation and maintenance of move in and move out processes. Ensure that communication regarding processes is accurate and effectively distributed.

5. Coordinate with Housing Facilities to manage and complete room turns and opening preparations according to desired occupancy schedules. Serve as the main point of contact with Housing Facilities.
6. Utilize the housing software to enter, modify and update student information, manage room assignments and rent assessments, communicate with current and prospective residents, generate reports and statistical data. Oversee accurate and timely data entry and data processing within the housing software.
7. Oversee housing access control, safety and security systems to ensure consistent and accurate operations. Respond promptly to safety and security issues impacting the residential community including summer conference groups.
8. Oversee summer conference operations including recruitment, communication, personnel and billing. Collaborate with Events Management on all phases of the process. Coordinate facility-use arrangements with Housing Facilities.
9. Collaborate with special interest and summer conference housing partners to designate space, confirm program participation for eligible students, and assign students as requested.
10. Ensure effective and timely communication with customers. Identify and escalate priority communication elements to the attention of the Executive Director.
11. Provide counseling and mediation support for students with housing concerns as required.
12. Participate in recruiting and leasing events on and off-campus.
13. Assist with the updates for housing software, systems, publications and materials.
14. Review and ensure the website is updated regularly with accurate information.
15. Manage designated social media channels.
16. Provide leadership and direction for special tasks and other duties as needed or assigned.

#### Periodic

1. Serve as a member of the Housing and Residence Life Leadership On-Call Team.
2. Be available on a call-to-duty status to assist with residence hall and campus emergencies.
3. Develop reports for short and long-term planning and decision-making.
4. Serve on departmental and university committees as needed.
5. Participate in campus-wide recruitment events as needed.
6. Represent Housing and Residence Life at university functions as necessary.

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## Minimum Requirements

### Education/Certifications

- Bachelor's Degree required. Master's preferred.

### Experience

- Two years' experience working in a student housing environment.
- Four or more years professional experience working in a student housing environment preferred.

## **Knowledge Skills & Abilities**

- Computer and standard office equipment experience required.
- Software systems specific to UTSA housing preferred.
- Criminal Background Check (CBC) required.
- MS Office Experience required – Word, Excel, PowerPoint, Outlook

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## **Core Competencies**

Individual Contributor:

Customer Focus, Dealing with Ambiguity, Functional and Technical Skills, Action Oriented, Self-Development

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## **Working Conditions**

### **Working Environment:**

- Typical university office atmosphere, Monday – Friday 8:00 am – 5:00 pm.
- Some weekends or after hours work in relation to recruiting events, customer visits, major check-ins.
- Supervision by the Executive Director.
- Direct supervision of housing administration student staff based on area of responsibility. Indirect supervision of residence life student staff regarding housing administration expectations and procedures.

### **Physical Demands:**

- Sedentary work; sitting most of the time. Jobs are sedentary, if walking and standing are required, only occasionally.
- Exerts up to 10 lbs. of force occasional