Announcement of Position Vacancy
Assistant Director of Operations - Residence Life

**SUMMARY:** Reporting to the Director of Residence Life, this position is directly responsible for all aspects of housing process operations including housing applications, online room selection, manual and auto-assignments, accounting and billing facilitation, business processes, integration with other campus systems and processes, customer service, front desk reception supervision and student payroll functions. This position is also responsible for inventory of residence halls and rooms, and serves as a member of the departmental management team responsible for departmental planning and goal setting. This employee must be able to work autonomously with appropriate direction from the immediate supervisor.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned:

1) **Applications/Assignments**
   - Plan, develop and oversee complex operations system and procedures including housing applications, housing assignments/reapplication, meal plan assignments, mass and individual billing with corresponding auditing, accounting, student payroll and customer service functions.
   - Coordinate with the live-in professional staff and students to complete room changes and consolidation processes throughout the year including the summer session. Communicate with students and parents concerning the assignment process.

2) **Accounting/Billing**
   - Enter, track and account for all housing application fees, damage fees and other miscellaneous fees.
   - Coordinate resident check out process with Residence Life staff to assure accurate charges and refunds.
   - Create and manage forms for assignment process and other related needs in housing.
   - Enter, maintain and track summer billing for summer residents and summer conferences.
   - Coordinate student assistant/student employment paper work and authorizations. Oversee coordination of student employee files.

3) **Technology**
   - Update office operational procedures and manuals to ensure full functioning of the department. Analyze and modify hall/room/bed setup in Housing Director database prior to assignment or room selection processes for future term.
   - Update room types and room usages in Housing Director Database prior to any assignments or room selection to ensure accurate fee assessment. Enter appropriate billing accounts within Housing Director Database to match BANNER accounting tables.
   - Work with the IT department to conduct testing in Housing Director and related software as upgrades occur.
   - Work with other departments and IT to ensure Residence Life housing software is communicating with other campus systems and processes.
   - Manage the content on the Residence Life webpage, keeping it up to date and using it as a marketing tool to support Admissions and recruiting.

4) **Statistical Information**
   - Create and maintain various occupancy reports and management reports.
   - Review and analyze reports for accuracy and content. Using relevant data, provide suggestions for improvement to the Residence Life Team.

5) **Operations Maintenance and Development**
   - Recommend and develop new or revised department policies and procedures to further student satisfaction and service; coordinate and implement approved changes and updates in affected policy/procedure manuals.
   - Continually review market trends and adjust marketing materials as appropriate. Recommend building usage and assignment models to meet demand.
6) Customer Service
   • Create a customer service oriented process for housing applications, charges and check outs for staff, students and parents.
   • Ensure timely correspondence to parents and students concerning questions with housing, policies and procedures. Respond verbally or in writing to inquiries, complaints or problems, as appropriate, and make necessary adjustments of a non-routine nature.
   • Act as department liaison for operational functions to other departments, including Dining, Business Office, Student Payroll, Admissions, Financial Aid, Athletics, Educational Access Services, Student Services, and other campus departments as the need arises. Respond to technical administrative questions and ensure necessary follow up.
   • Serve on departmental and college committees as needed.

7) Budgetary Duties
   • Budgetary responsibilities include (with Director)
     o Cell phone contracts
     o IT contracts
     o Cable contracts
     o Manage inventory and make recommendations for furniture and appliance replacement
     o Assist in the annual budget development process

8) Supervisory Responsibilities
   This position may be responsible for the supervision of student staff, professional staff, and/or classified staff.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, be able to work autonomously and make decisions based on the housing contract and the interaction with students and staff. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

REQUIRED EDUCATION & EXPERIENCE:
   • Bachelor’s degree from an accredited college/university and minimum of four years of related and progressive experience
   • Demonstrated skills in technology, functional administration and the aptitude to learn and employ technology, previous budget responsibilities and decision making abilities
   • Proficiency in Microsoft Excel and Word
   • Strong organizational and interpersonal skills
   • Ability to work independently and to implement solutions effectively without direct supervision

DESIRED:
   • Master’s degree from an accredited college/university
   • Supervisory experience
   • Familiarity with office procedures, student data and accounting systems (BANNER) and housing software (Adirondack Solutions – Housing Director and MyHousing suite)
   • Strong knowledge of computer systems and business software

Colorado Mesa University is particularly interested in candidates who have experience working with students from diverse backgrounds and who have a demonstrated commitment to improving the levels of access and success for underrepresented students within higher education.

TYPE OF APPOINTMENT: Full-time administrative appointment.

SALARY: Commensurate with education and experience. Excellent health and retirement benefits package.
APPLICATION DEADLINE: Open until filled. To ensure consideration, complete applications must be received by August 24, 2016.

APPLICATION: Submit a cover letter describing qualifications and experience as they relate to the specific requirements, responsibilities, and preferences of this position, current resume, a copy of transcripts for all degrees completed (official transcripts will be required upon hire), the names, phone numbers and e-mail addresses of three professional references, and the following completed forms:

- Applicant Authorization to permit Search Committee members to review candidate transcript
- Applicant Authorization and Release to Conduct Reference and Background Check form
- Voluntary Affirmative Action form

Mail to:
Assistant Director – Operations, Residence Life Search Committee
Human Resources, LHH 237
Colorado Mesa University
1100 North Avenue
Grand Junction, Colorado 81501-3122
Phone: (970) 248-1820

Email to:
Electronic applications are accepted at CMUJobs@coloradomesa.edu. If using this method of application, please put the search name in the subject line to ensure that your materials are forwarded to the appropriate search file. Electronic application materials must be submitted as a .pdf or Word document (no size limit). Electronic materials submitted in any other format will not be accepted. Please do not copy and paste application materials into the body of your email; send materials as attachments.

*Colorado Mesa University is committed to providing a safe and productive learning and living community. To achieve that goal, we conduct background investigations for all final applicants being considered for employment. Background investigations include reference checks, a criminal history record check, and when appropriate, a financial and/or motor vehicle history. Applicant must be able to verify U.S. employment eligibility. Colorado Mesa University is an Equal Opportunity Employer, committed to a culturally diverse faculty, staff and student body. Women and minorities are encouraged to apply.*

Pos. #179  #1805