UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Assistant Director, Campus ID and Customer Service Office

DIVISION: Student Affairs (Housing and Residential Life)

REPORTS TO: Director, Dining & Retail Food Services

GRADE: 12

SUPERVISES: Support Staff

BASIC FUNCTION:

Coordinate the functions of the customer service office. Responsible for multiple database systems and staff to deliver a one-stop Student Affairs customer service operation. Assist and troubleshoot all Housing and Dining requests, concerns, and issues regarding Campus Card associated services, meal plan and residence assignments, and access privileges. Reconcile and settle all financial transactions and billing adjustments.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Work closely and collaboratively with staff from housing, dining, enrollment services and other departments to assist students, parents, faculty, staff, and guests of the University with any guidance or customer support necessary for successful execution of services provided by Housing, Dining and Campus Card programming.

Hire, train, and supervise professional and student staff.

Provide supervision and general direction to staff to ensure that administrative policies and procedures are being followed and ensure strong stewardship of students’ account records and balances and department resources.

Update, monitor, and contribute to verbal, printed, and electronic information generated by Housing and Dining.

Implement reconciliation processes to ensure accuracy of meal plan selections or modifications, deposits, daily debit and credit transactions, and fund disbursements and payments.

Work with summer conference staff to provide access services, assist with summer programs, and invoice for services rendered.
Supervise the vending debit program including the monitoring of all Card Value Ports located on the URI Campus.

Maintain records and files as necessary. Provide periodic census and financial reports to Director, Dining and Retail Food Services for budgetary assessments.

Assist the Director, Dining and Retail Food Services in managing RAM Account program on and off-campus.

Ensure that scheduled batches and downloads from E-Campus are administered and uploaded to propriety Housing, Dining, and Campus ID databases.

OTHER DUTIES AND RESPONSIBILITIES:

Serve on committee and task forces to advance the mission of the Division.

Perfom other duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, access terminals, encoders, visa/master card equipment, video-imaging system, printers, word processing, data base management, spreadsheet software. Valid driver’s license a requirement.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions. This position requires 24-hour call back in case of emergency and supervisory presence, when required on all shifts. Position may require weekend, holiday and evening hours. Requires bending, lifting, standing and sitting.

QUALIFICATIONS:

REQUIRED: Bachelor’s degree in business management or related field; Minimum of five years’ experience in general customer service practices at a medium to large higher education institution; Demonstrated working knowledge of Cbord Odyssey and Adirondack THD; Demonstrated working knowledge of Persona Access Systems and PeopleSoft; Demonstrated working knowledge of DataCard and Filemaker Pro; Demonstrated spreadsheet and word processing applications experience; Demonstrated ability to operate and maintain video-imaging equipment, CBord and biometric readers; Demonstrated supervisory experience; Demonstrated experience in cash handling and billing; Demonstrated experience in refunds and general fiscal reconciliation; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; and, Demonstrated ability to work with diverse groups/populations.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.