

Job Code: 101745
Position #: (NUNC).(E)
Developed by: .TKC
Reviewed by: ...DLJ
Approved by: ...LK
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UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Senior Associate Director, Housing & Residential Life Operations
DIVISION: Student Affairs (Housing & Residential Life)
REPORTS TO: Assistant Vice President, HRL
GRADE: 15
SUPERVISES: Professional staff and Classified staff and students

BASIC FUNCTION:

Responsible and accountable for the functional operation of HRL. Responsible for oversight and leadership of a team within HRL, ensuring that student's needs are met regarding customer service, assignments, billing, business operations, occupancy management, access control, HRL IT support, resident mail services, and summer operations. Supervise full-time staff and students. Perform departmental central office responsibilities. As the business cycle dictates, assigned duties will require some evening and weekend work.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Represent the Assistant Vice President of Housing and Residential Life in his/her absence to ensure the department continues efficient and effective operation.

Supervise the department's occupancy management, customer service, communications, mail services, business operations, and access control teams.

Develop and maintain the department's business operations concerning functional area needs in partnership with the AVP and the Student Affairs Business Officer.

Coordinate the day-to-day operations of the access control automation and student housing database enterprise. Support the HRL IT needs. Manage the associated staff.

Perform occupancy management oversight, including but not limited to assignments, billing, occupancy planning, occupancy reporting, room changes, room selection, accommodations, access oversight, software management, and enrollment management liaisons.

Develop and maintain standards and processes around disaster recovery and business continuity (DRBC) for HRL.

Assist in developing, reviewing, and implementing all policies and procedures for the cyclical process for HRL, such as openings, closings, and summer management.

Responsible for establishing and reviewing summer housing guidelines and managing all summer housing contracts while providing a welcoming environment and high-quality customer service experience for all residents and guests during the summer months in partnership with Conference Services.

Create and maintain a parent and family engagement process in partnership with HRL functional areas.

Oversee the marketing and communications efforts for HRL, including website updates, social media, printed material, and enhancements of the look and feel of residential spaces. Oversee the branding of departmental communications.

Prepare and maintain occupancy reports and statistics as requested.

Conduct presentations, meetings, and training as requested.

Assist in coordinating and supporting the University's program, such as Welcome Days, Open Houses, Off-Campus Housing fairs, and Orientations.

Encourage an environment supportive of diversity.

OTHER DUTIES AND RESPONSIBILITIES:

Serve on university, division, and department committees as needed.

Serve as a rotational on-call staff member.

Participate in position searches as requested.

Perform other specific responsibilities as directed.

LICENSES, TOOLS, AND EQUIPMENT:

Personal computers, printers, word processing, database management, spreadsheet software.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree in higher education, business, or related field; Minimum eight years of post-education, full-time professional experience **in residential life, operations, and/or a university setting**; Demonstrated depth in supervisory experience; Demonstrated ability to understand policies, plans, objectives, rules, and regulations and to communicate the interpretation to others; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency with written communication skills; Demonstrated budget experience; and Demonstrated ability to work with diverse groups/populations.

PREFERRED: Master's degree; Demonstrated experience in housing management or residential life or a university setting; Demonstrated experience with training and evaluation procedures; Demonstrated experience with university software applications such as StarRez (university housing database), Persona (access control), Peoplesoft (workforce management solution), and Traka (key and asset management); and Demonstrated experience in organizing, planning, and delegating tasks.

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