UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Coordinator, Dining/Access Control Systems

DIVISION: Student Affairs (Dining Services)

REPORTS TO: Associate Administrator Food Services

GRADE: 9

SUPERVISES: Support staff

BASIC FUNCTION:

Assist in coordinating computerized privilege control systems throughout the university community, including all sign-up, implementation, training and tracking of all participation and financial data relating to the systems. Assist in the coordination of the databases required to maintain access information, including Web, network and telecommunications systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Supervise and monitor the student, faculty and staff meal plan sign-up, assignment and activities.

Supervise and monitor the student, staff and faculty sign-up, assignment and activities of the All-Campus Card program known as: The RAM ACCOUNT.

Supervise the vending debit program including the monitoring of all Card Value Centers located on the URI Campus.

Prepare reports relating to computerized transactions at all locations where the Campus Card is used.

Track the financial status of all Ram Account participants relating to initial deposits, daily transactions, fund disbursements, availability of funds and historical tracking of use.

Manage the campus ID Card preparation process including the management and updating of all necessary databases.

Interact with campus departments where the ALL CAMPUS RAM ACCOUNT is used including, but not limited to: HRL, library, dining halls, URI Campus Store, Copy Services, Ram Computers, Chemistry and Health Services.

Assist the Associate Administrator in managing the off-campus RAM ACCOUNT delivery program relating to the use of the ALL CAMPUS CARD for the delivery of food products, including vendor communication, advertising, sign-ups, and vendor payment transactions.

Manage the tracking and issuance of summer conference ID Cards.

Manage the tracking of summer conference participation including meals eaten.

Prepare financial documents and reports relating to the disbursement of funds for summer conferences, internal university functions and access system-related vendor payments.

Develop, produce and monitor participation and financial reports relating to meal plans, debit cards, vending and conference programs.

Prepare, monitor and track deposits of funds for dining hall deposits, Card Value Center deposits, and Campus Access deposits and VISA/Master Card transactions.

Provide accurate, efficient and friendly customer service to participants of the privilege control systems in person, on the phone, fax, email or Internet service.

Train students and state staff in the use and operation of all privilege control system operations.

Assist the Lead Information Technologist in network administration, including set-up and maintenance of the networking system, database implementation, training and development.

Maintain integrity and convergence of all University database uploads to the campus-wide CBORD, Inc. System.

Assist the Associate Administrator in the design and upkeep of the departmental Web site for access and information.

OTHER DUTIES AND RESPONSIBILITIES:

Work closely with other university departments including, but not limited to, Residential Life and Enrollment Services, regarding the update of participation and billing relating to campus access system participants.

Update Dining Service management personnel, on an on-going basis, regarding the status of all access system participation and financial data.

Assist the university community in the expansion of the ALL CAMPUS RAM ACCOUNT program.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, access terminals, encoders, visa/master card equipment, video-imaging system, printers, word processing, database management, and spreadsheet software. Must have a valid driver's license.

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 administration or related field; Minimum of three years' experience in general meal plan administration at a medium to large higher education institution; Demonstrated experience with CBORD, Odyssey or equivalent privilege system; Demonstrated experience with Microsoft Suite; Demonstrated experience with Filemaker Pro and HTML; Demonstrated experience with student information systems; Demonstrated experience with video-imaging equipment; Demonstrated ability to work independently; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated organizational skills; Demonstrated ability to prioritize and multi-task; Demonstrated leadership skills; Demonstrated problem-solving and analytical skills; Demonstrated ability to work with diverse groups/populations.

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