

Class Code:.....1236  
Position#: (PSA).....(E)  
Developed by:.....KMC  
Reviewed by:.....DLJ  
Approved by:.....AMC  
Date:.....5/17

**UNIVERSITY OF RHODE ISLAND**  
**Position Description**

**TITLE:** Assistant Director, HRL/Assignments and Occupancy Management

**DIVISION:** Student Affairs

**REPORTS TO:** Associate Director, HRL

**GRADE:** 12

**SUPERVISES:** Professional, clerical, student staff

**BASIC FUNCTION:**

Serve as chief administrative officer for assignments and occupancy management for the university's housing program. Remain informed of trends in higher education and college student housing to inform policies and business practices. The position supervises full-time staff and student staff and includes departmental central office responsibilities. Assigned duties will require some evening and weekend work as business cycle dictates.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Create occupancy management plan for university, including forecasting trends, occupancy changes, overflow, early arrival housing and summer assignments.

Manage and present standard reporting to university stakeholders including key performance indicator metrics, comparative analysis and historical trends.

Manage the housing assignments and contracting processes for the residence halls and apartments including undergraduate and graduate students.

Oversee projections of capacity and occupancy counts as well as resulting room revenue in support of budget processes. Manage direct budget expense base.

Liaison with conferencing staff to assist in coordinating use of the residence halls for summer operations with future potential for assignment oversight.

Liaison with Enrollment Management staff.

Represent the department on assignments-related issues to campus partners and constituents, including theme housing, living-learning communities, special accommodations, and special programs.

Develop, manage, and communicate housing assignment policies and procedures.

Work alongside residence hall staff and customer service staff in the resolution of issues that arise due to roommate assignments.

Manage annual process for updating the housing contract and related policies and procedures.

Oversee housing applications for incoming students and room registration process for returning students.

Supervise staff. Perform evaluation reviews.

Recommend strategies to maximize revenue generation and align occupancy strategies with university enrollment goals and student academic success.

Assist in the development and publication of marketing and communication mediums related to housing for students, including current and prospective students.

Conduct presentations, meetings, and trainings as requested.

Assess and track off-campus housing market and student housing trends.

Create a welcome, responsive and inclusive environment for customers.

Consult with IT staff on upgrades, interface management, and work order submission for modifications and specification needs.

Collaborate with IT and central office staff regarding financial oversight including billing and reconciliation processes.

Serve as the non-technical coordinator of solutions supporting the application and assignment processes and student portals. Self-direct complex projects and systems.

**OTHER DUTIES AND RESPONSIBILITIES:**

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

Participate in position searches as requested.

**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:** Master's degree in student affairs, higher education, business, or related field; Minimum three years of post-masters, full-time professional experience in the area of occupancy management; Demonstrated supervisory experience in residential life; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated ability to work as part of a team; Demonstrated experience with computer software and systems, including occupancy management and enterprise resource planning (ERP) systems; and, Demonstrated ability to work with diverse groups/populations. Must be able to work some evenings and weekends on a periodic basis as business needs require. (This is a 12-month, live-out position.)

**PREFERRED:** Minimum five years of experience in assignments and occupancy management housing work; Demonstrated experience with Housing Director (THD); and, Demonstrated familiarity with business analytics and data management.

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