Coordinator, Housing and Residence Life Assignments

Job Code 50012177

General Description
To coordinate all phases of the student housing reservation and assignment process. Manage the day-to-day operation of the reservation and assignment area, as well as supervise staff and students to ensure customer satisfaction, and the processing of all work assignments.

Examples of Duties
Interact with student life staff.
Supervise assignments and staff members.
Prepare paperwork for VAX access.
Coordinate student room/hall assignments and updates for university owned apartments.
Process waived prepayments for scholarship recipients and deferrals for students from low income families.
Audit assignment rosters for accuracy.
Assist students during registration and reapplication with assignments and off campus exemptions.
Establish and create reports nightly, weekly, monthly, and quarterly.
Supervise student workers and monitor budget for wages and operating expenses.
Interact with parents, students, faculty, and other customers.
Provide training for RMA systems and assist staff in trouble shooting system issues.
Answer general correspondence, answer phones and e-mail.
Manage the prepayment refund and forfeit process.
Manage the special group assignments process.
Manage student housing records and electronic records and discrepancy processing.

Knowledge, Skills, and Abilities
Knowledge of: University policies and procedures; computers; software programs; basic accounting.
Skill in: Correspondence; team work; customer service; problem solving and decision making; computers; word processing.
Ability to: Understand all policy and procedure manuals; explain policies and procedures; work under pressure; be organized; negotiate; trouble shoot; train; supervise; public speak;

Experience and Education
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements