ELON UNIVERSITY
Position Description Format

JOB TITLE: Associate Director of Residence Life Operations and Information Management
DEPARTMENT: Residence Life
REPORTS TO: Director of Residence Life
FLSA STATUS: Exempt (salaried employee).

SUMMARY OF POSITION:
Directs and manages daily administrative operations of the department and is responsible for all information management regarding the department’s policies and processes.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
- Direct and manage the daily operations of the Residence Life program (2,900 bed capacity).
- Supervises an Assistant Director of Residence Life Operations and Information Management and a live-in Assistant Director; trains, evaluates, and retains these individual staff members.
- Directs housing administrative functions including: occupancy checks, status of housing reports, forecasting, housing selection process, assignments process, housing intent forms process, publications, operations budget requests, break housing, room change process, student arrival and departure process, end of semester closing, works with Disabilities Services and makes accommodations when necessary.
- Responsible for overseeing housing administrative functions including: billing process, early arrival process, damage billing process and the appeals process.
- Directs the apartment billing process and data entry and assist the apartment areas with documentation, tracking, collection, correspondence, and accountability.
- Responsible for all departmental marketing efforts. Creates overall marketing plan to recruit/retain students to campus housing. Establishes documents / tools to promote marketing efforts including Guide to Residence Life, Web Page (responsible for the update and maintenance of web page material), and Housing Selection publications.
- Develops departmental communications efforts to include: freshmen assignments, customer service, meeting with prospective new students, all housing agreements, opening/closing materials, inter office forms.
- Responsible for overseeing the management and delivery of services to off campus managed apartment spaces.
- Implements and manages the Quality of Life survey.
- Develops, updates, and maintains a procedures manual for detailing processes of the department
- Coordinate student transition information from fall to winter and spring terms through the “Intent Form” process.
- As leadership for the department, will collaborate with the Director of Residence Life to develop short and long-range housing plans, implement and develop departmental goals, vision, and mission.
- Provide training and support for Residence Life staff in housing procedures and operations.
- Responsible for maintaining accurate data in the college’s Datatel system for all Residence Life operational needs. Coordinate training for staff access to run data reports/queries for the Student Life division and any student organization requesting general statistical information about Elon’s student body.
- Assist in the resolution of conflicts arising from housing issues brought forth by students, parents or by referral from the university community (i.e. - Office of the President, Vice President/Dean of Students, Admissions Office, Parent Relations, etc.)
- Serve as an Administrator-on-Call as part of the Student Life staff weekly on-call rotation.
Serve as the Residence Life representative with the following committees/functions: Bursar’s Office, Registrar’s Office, Information/Technology Services, Datatel Users Group, Admissions, and Athletics.

- Must have valid driver's license and be insurable by the college's carrier.
- Other duties assigned by the Director of Residence Life.

**QUALIFICATIONS:**
To perform this job successfully, an individual must have both outstanding customer service skills, impressive attention to detail, and superb organizational skills. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**SUPERVISORY RESPONSIBILITIES:**
Direct supervision of the Assistant Director of Residence Life for Colonnades and Housing Operations

**EDUCATION AND/OR EXPERIENCE:**
Master’s degree required. 5-7 years experience in Residence Life, with at least 3 years experience in housing operations.

**LANGUAGE SKILLS:**
Ability to read and comprehend information related to the residence life/housing program. Ability to define programs, collect data, analyze data, produce reports, and draw valid conclusions. Ability to communicate verbally and in writing. Ability to compose correspondence. Understanding of computer language (Datatel) highly desirable.

**MATHEMATICAL SKILLS:**
Ability to apply basic computational skills and/or use calculator to do the same. Experience or exposure to monthly rental costs associated with apartment living preferred.

**REASONING ABILITY:**
Ability to define/resolve problems, collects data, establish facts, and draw valid conclusions.

**OTHER SKILLS REQUIRED:**
Significant experience with PCs, preferably IBM. Knowledge of and experience using Microsoft Office package, specifically Word and Excel software. Experience with Datatel software highly desirable. Experience with recognizing customer service concepts as they relate to working with primarily student and parent clients in a college setting.

**CERTIFICATIONS/LICENSES:** None required

**PHYSICAL DEMANDS:**
While performing the duties of the job, the employee is regularly required to sit, reach, talk, and hear. The employee is also required to stand, walk, stoop, kneel and crouch. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

**WORK ENVIRONMENT:**
The noise level in the work environment is moderately noisy and varies throughout the day. The employee must be able to focus on tasks while being positive.