



VACANCY ANNOUNCEMENT

Professional Services Specialist 4, Administrative Services

Job Number: 498568
Category: Professional
Department: University Housing
Close Date: 06/24/2023 (11:55pm)
Location: Glassboro, NJ

Summary:

- Reporting to the Assistant Director of Housing Assignments, the Housing Assignments Coordinator is responsible for the oversight and coordination of the housing selection process, room changes, and the accuracy of the supporting technology systems\databases required to meet the needs of student residents in all university housing facilities; coordinates the residential components of summer conferences and supervises the staff hired to support those functions; maintains the departmental website; liaise with Information Resources, Bursar's Office, the University Registrar's Office, and Financial Aid; support of learning communities; provides support for contract accuracy and storage; assists with budget preparation; supervises, trains, and evaluates graduate coordinator and student workers; and performs other duties as assigned.

Functional Areas of Responsibility:

- Housing Room Assignments and Room Changes
- Residential components of campus summer conferences
- Manage the Accuracy and Integrity of Assignment Databases and Records
- Supervision of student staff

Essential Duties and Responsibilities:

- Provide support to the department in administration of the room assignment process, room change, and returning student housing selection process for all University housing facilities in accordance with established policies.
- Communicate regularly with students and parents with questions about housing assignments and room change processes.
- Assist with the recruitment, selection, and supervision of student employees, including graduate coordinators, student office assistants, and summer conference assistants.
- Assist with training staff at all levels on topics related to the functional areas of responsibility of this position.
- Maintain and update databases for accuracy of housing assignments and billing purposes.
- Maintain accurate records of card access for University affiliated individuals. This includes but is not limited to creating door plans for residential buildings and turning card access on/off for residential buildings.
- Work closely with Academic Success Center and Wellness Center regarding necessary accommodations and medical requirements as well as vaccination compliance.
- Assist students with roommate conflicts and implement room changes when needed.
- Assess information received from students and parents and make appropriate referrals to other staff when outside the Coordinator's scope of responsibility.
- Serve as the main point of contact for internal and external summer conference clients for all aspects of residential accommodations.
- Direct oversight of all residential components for conference clients including, but not limited to, housing placements, linen rentals, building access. Responsible for managing all group logistics for arrival to and departing from residential locations, including on-site and remote check-ins.
- Communicate with Housing Systems and Logistics staff regarding requests for summer conference housing locations, quantities of rooms, and timeline for preparing the spaces for occupancy.
- Select, train, and supervise a Graduate Intern for Summer Conferences and student Summer Conference Assistants.

- Manage on-call staff rotation and scheduling of Summer Conference Assistants during periods of summer conference occupancy.
- Assist in the development of information and publications describing RLUH pertaining to residential facilities, residential services, and residential programs in both print and electronic media.
- Assist with opening and closing responsibilities
- Perform other related duties as assigned.

Requirements:

- A Bachelor's degree required. A Master's Degree in Student Personnel, Counseling, Higher Education Administration/Student Affairs, Public Administration, MBA or a related discipline is strongly preferred.
- One (1) year of related professional experience in college/university housing. Direct experience with housing assignments strongly preferred.

Preferred Qualifications:

- Ability to work in a stressful environment and with great attention to detail.
- Creativity, organizational skills, tolerance for ambiguity, sense of humor, energy, positivity, desire to challenge the status quo, and ability to work flexible/odd hours as needed.
- Knowledge of current best practices in university assignments preferred.
- Demonstrated team orientation.
- Demonstrated ability to foster and maintain collaborative working relationships.
- Demonstrated success working within a university setting.
- Strong ability to maintain confidentiality of sensitive information.
- Sensitivity to and ability to work with students, faculty, and staff of diverse backgrounds including varied socio/economic status, sexual identities/orientations, gender identities or expressions, cultures, ethnicities, nationalities, national origins, ancestries, races, colors, religions, abilities/disabilities and ages.
- Strong analytical, and organization skills; excellent interpersonal, cultural/intercultural skills; excellent presentation skills; strong problem solving and conflict resolution skills.
- Ability to communicate effectively and interact tactfully with students and parents as well as staff and faculty; read, analyze, and interpret documents and contracts; and respond tactfully to sensitive inquiries or complaints.
- Ability to define problems, collect and analyze data, establish facts, evaluate the effectiveness of methods and practices, and apply data and analysis skills to the formulation of proposals and solutions.
- Proficient in use of technology to carry out electronic communication and develop both printed and electronic documents using computers and the Internet.
- Experience with Windows or Macintosh system software, Microsoft Office (Excel, Microsoft Word, Power Point), Outlook and other e-mail software, and Banner (preferred).
- Understanding of relational database systems and ability to oversee maintenance of technology systems.
- Experience with the Adirondack-Housing Director software.

Salary:

- Range P18 (Step 1 \$50,737)

Notes:

- Rowan University is an Equal Opportunity Employer and values diverse people and abilities. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position. Candidates must be legally authorized to work in the US, and the university will not sponsor an applicant for a work visa for this position.
- Only completed online applications submitted on or before the posted deadline will be considered.

SAME APPLICANTS: If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted along with your resume by the closing date indicated above. For more information on the SAME Program visit their Website at: <https://nj.gov/csc/same/overview/index.shtml> , email: SAME@csc.nj.gov , or call CSC at (833)691-0404.

To view the vacancy announcement in its entirety and to apply online, please visit: <https://jobs.rowan.edu/cw/en-us/job/498568/housing-assignments-coordinator-pss4as-university-housing>