



CLARK ATLANTA UNIVERSITY

Job Description

Position Title:	Associate Director, Residential Operations
Department:	Office of Residence Life
Reports To:	Executive Director of Residence Life

The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.

General Function (Description):

The Associate Director serves as a member of Residence Life senior leadership team and directly reports to the Executive Director of Residence Life. The Associate Director is responsible for the comprehensive management of all housing and operational processes- including, space and facilities management, management of housing capacity and occupancy levels, reporting & data analysis, and assignments. This position performs a variety of important administrative and operational functions including, but not limited, to facilities and occupancy management, opening and closing coordination, emergency protocol development, management of off-campus resources, and front desk operations.

Examples of Duties and Responsibilities:

Residential Operations

- Develop a comprehensive knowledge of and strategic direction for all Residence Life operations
- Manages the strategy and execution of day-to-day operations for all residential buildings, including work order review, coordination of vendors, and serves as the liaison to Facilities Management Teams
- Coordinates the project management and implementation of housing system and operational processes, including, opening/closing coordination, transitional periods, early arrival program, break and summer housing
- Manage and develop operational forecasts for both facilities and occupancy that directly impact University functions
- Provides oversight and management for off-campus services and leads efforts to provide resources
- Projects and plans, in conjunction with divisional leadership, Residence Life property capital projects and participates in construction meetings and planning events related to new projects
- Serves as the liaison between Residence Life and appropriate University offices such as including but not limited to Facilities Management Team, Department of Public Safety, Information Technology, Student Leadership and Engagement, Athletics, Financial Aid and Student Accounts, Student Conduct

Occupancy

- Plans and proposes housing capacity usage, supports enrollment management efforts, creates and completes capacity and occupancy plan, including the management of assignment processes for all residence halls
- Assists in the management and development of housing software systems, including oversight of StarRez Housing Software and other housing management related systems utilized
- Provides oversight for the accurate administration of student account billing
- Oversight of reporting and comprehensive management of data generation and analytic reporting in collaboration with other departmental colleagues as needed by the department and division; prepares reports by collecting, analyzing, and summarizing information, enrollment & occupancy data and trends
- Conduct yearly review and edits of Housing Contract with departmental and divisional leadership

Duty Responsibilities

- Participate in a 24/7 on-call duty and emergency response rotation for the entire University residential population
- The on-call personnel will respond to emergency and crisis calls, and keep the Director of Residence Life and Student Affairs Executive Leadership Team informed of life-threatening emergencies or serious disruptions that may require campus intervention or follow-up

Knowledge, Skills and Abilities:

- Familiarity and proficiency with housing software systems, such as, StarRez
- Attention to detail, with a highly organized approach to data/project management
- Strong written and verbal communication skills
- Ability to analyze and interpret data, processes and needs based on limited information and to research solutions
- Excellent collaboration and interpersonal skills along with the ability to work with a diverse population of administrators, faculty, staff, students, and external constituents
- Understanding regarding Housing operations, processes, front desk operations
- Strong leadership experience
- Knowledge of legal issues and risk management practices
- Knowledge of relevant federal and state laws

Minimum Hiring Standards:

Education	Master's Degree in Student Affairs/College Personnel, Business, or a related area of study preferred
Years of Experience	4-6 years of post-Master work experience within residence life as well as someone who has demonstrated leadership and supervisory ability and ability to work effectively with staff and students
Years of Management/Supervisor Experience	3-4 years of supervisory experience

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