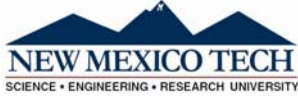


Posted: December 9, 2021



## Residential Life Coordinator for Housing Operations

**Educational Requirements:** Bachelor's degree in Education, Business Administration/Management, Social Work, Marketing, Finance/Accounting or other related field required.

**Work Experience Requirements:** 0 to 2 years of full-time experience post bachelor's degree completion required. 2 years of full-time experience post bachelor's degree completion in a university setting/property management setting is preferred. *\*2 years of work experience in a university setting as an undergraduate student may count as 1 year of full-time work experience for the purpose of this job description.*

### Required Knowledge, Skills, and Abilities

- Knowledge of word processing software and the ability to operate standard PC/PC software applications
- Knowledge of Excel and other spreadsheet software
- Knowledge of applicable university policies and procedures
- Knowledge of general office procedures and professional office behavior
- Knowledge of assigned department forms, rules, etc.
- Interpersonal skills and cultural competence
- Excellent written and oral communication skills
- Excellent analytical skills
- Ability to review materials and identify discrepancies or mistakes (i.e., proofreading)
- Ability to perform basic mathematical computations
- Ability to respond to several demands at one time
- Ability to prioritize assignments
- Ability to coordinate the work of others

### Job Responsibilities

**General Information:** This job is a live-on position in which the candidate will be provided a furnished two bedroom, one bathroom apartment with a full kitchen and living room, a partial campus meal plan, and an individual parking space adjacent to their apartment. The candidate will also be provided professional development opportunities, supervision experience, and the ability to expand their crisis response skillset by serving in the Residential Life Professional Staff On-Call rotation. This position will report to the Assistant Director of Residential Life. More specific job responsibilities are outlined below:

### Office Management

- Coordinates the Office of Residential Life's reception area and directs the daily workflow of the Resident Assistants (RA) working at the front desk
  - Process daily work orders for all University residences.
  - Serves as the office's primary telephone and e-mail receptionist and is available to answer general questions from students and others.
  - Publicizes important events and information to Tech community and the residents of on-campus housing.
  - Supervise RAs when they are in the office.
- Manage Onity Room Access Software
  - Encode resident cards and staff cards as needed for Residence Hall Access
  - Keep the Onity system current and accurate
  - Train RAs on how to encode resident cards
- Create a welcoming and responsive environment for all
  - Demonstrate expertise in working with various student populations transitioning from home to the University setting.

- Respond to folks who may be frustrated or upset & support them while finding a solution to their issue.
- Maintain working partnerships & a high level of internal & external customer service within the office, other student affairs department, & the NMT community.
- Resolves or refers concerns or complaints to appropriate professional staff or departments.
- Provides direct support for concerns related to housing options, accounts receivable charges, applications, contracts, and/or assignments.
- Assist with RA Training and Opening/Closing procedures
  - Assist with creating/updating RA Resource Binders and source materials as needed
  - Present at RA Training regarding office workflow, expectations, and procedures
  - Assist with RCRs, walkthroughs, and other administrative tasks as needed during opening/closing
  - Go shopping/order necessary training/programming materials

### **Housing Assignments Management**

- Work closely with the Assistant Director of Residential Life to manage room and meal plan assignments.
  - Process Housing applications as received
  - Process Housing deposits as received
  - Process meal plans as received
  - Process meal plan change requests once approved
  - Assist with housing deposit refunds once approved
  - Manage lock out tracking and billing as necessary
- Manage housing application and room change processes using the housing assignments database
- Work closely with the Assistant Director of Residential Life to assist with the new and returning student assignment process.
- Facilitate resolutions regarding all housing assignment questions, reservations, residency, conflicts, etc.
- Responds to parents'/families' housing concerns.

### **Budget Management**

- Create and maintain financial organizational structure for department
  - Process all purchase orders
  - Submit invoices for payment
  - Process Journal Vouchers and Direct Payments
  - Post damage charges to student accounts
  - Shop for RA program supplies
  - Order and manage inventory of office supplies
  - Reconciles all departments' purchase cards receipts and spend reports on a monthly basis
- Assist the Director of Residential Life with managing the record keeping of all departmental expenditures on a monthly, quarterly, and annual bases.
- Manage the internal/external receipts submission process and train Residential Life staff on process.
- Tracks and maintains all receipts of travel for the department.

### **Marketing**

- Supervise the Residential Life Marketing Committee made up of 5 to 8 Resident Assistants.
- Work with the Director of Residential Life to create and assessment a strategic marketing plan for the department.
- Social Media
  - Manage content on Residential Life's Facebook and Instagram accounts
  - Create and manage content on Residential Life's TikTok account
  - Monitor Residential Life Discord Server
    - Answer general questions related to housing
    - Refer students to appropriate NMT resources as needed

- Censor server to ensure no discriminatory/bias related posts are made
  - Ensure non-residential students do not have access to server
- Residential Life Website
  - Update information in Omniupdate CMS system as directed by the Director of Residential Life
  - Work with the Director of Residential Life to identify new and innovative ways to enhance the Residential Life website's user interface
- Liaison with Admission
  - Coordinate Housing tours with Admissions
  - Create and manage RA tour schedule
  - Serve as a tour guide when needed

### **Summer Conferences Management**

- Support the Summer Conference Coordinator in completion of needed tasks
  - Communicate via email/phone with contracted camps regarding their stay with NMT Residential Life
  - Assist with contract completion
  - Assist with contract billing
  - Assist with Summer Conference Assistant (CA) supervision, work scheduling, and general oversight
  - Troubleshoot any/all issues contracted camps may have during their stay with NMT Residential Life
  - Complete other tasks as assigned by the Director/Assistant Director of Residential Life

### **Other Duties**

- COVID
  - Manage meal delivery coordination
    - Update isolation spreadsheet as directed by Director/Assistant Director of Residential Life
    - Create and manage RA meal delivery workflow
    - Communicate daily with Dining Services regarding any/all updates to isolation spreadsheet and number of meals that need to be prepared for delivery
  - Deliver meals as needed
  - Assist with isolation communication with affected students
- Coordinates campus blood drive.
  - Serves as contact person for Vitalant and Blood Drives sponsored by the Residential Life Office (3 per year)
- Cooperates and collaborates with other employees in the spirit of teamwork and collegiality and interacts with confidence, patience and integrity to provide professional leadership during emergencies.
- Performs other duties as assigned

### **Proposed Salary Range**

- \$32,000 to \$40,000