Saint Michael's College
Job Description

Job Title: Housing Coordinator

Department: Student Life

Supervisor or Manager: Vice President of Student Affairs/Dean of Students

Date Created: 7/22/2005 Last Revised: 7/22/2005 FLSA Status: E

Approved by (print name): ________________________ Signature: ________________________

**Our Mission:** It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

**Major Objectives of the Position:**
- Student housing is managed and its operation is coordinated
- An environment of respect, safety and support in the residence halls is established and maintained
- Housing assignments are coordinated for all undergraduate and international students
- All aspects of room selection are coordinated
- The Residence Life staff members are supervised
- Oversight is provided for the summer housing program
- Housing inquiries and concerns from parents, students, faculty and staff are addressed

**Essential Duties and Responsibilities:**
- Oversees all aspects of student housing including placement, conflicts, changes, computer information, updating housing information to all campus offices
- Keeps records of students' housing, residential billing, phone and meal information and maintains data in Datatel
- Fosters positive working relationships with all other College departments e.g., Student Resource Center, Telephone and Dispatch, Facilities, Safety and Security, Student Financial Services, Student Health Services, Sodexho, etc.
- Generates a weekly up-to-date occupancy report containing open and available rooms and changes
- Provides daily contact and problem resolution for parents, students and others with respect to residential issues
- Regularly communicates information on policies, procedures and other information to students via e-mail, table tents, channel 4 power points and flyers
- Participates in weekly departmental meetings
- Serves on campus committees and special projects

**Secondary Responsibilities:**
- Provides reports on meal counts, student residence billing, room occupancy reports, phone information and student directory information
- Assists in the ongoing supervision of the Residence Life staff
- Performs data entry of student housing/meal/phone information
- Assists staff regarding Datatel as well as other software problems and questions
- Conducts “information nights” in the residence halls regarding room selection
- Assumes additional responsibilities as needed by the Director of Residence Life and the VP for Student Affairs
- Updates and maintains the Residential Life web pages
- Helps to facilitate voicemail resets and other phone changes and problems

**Positions Supervised:**
- Resident Directors (9)
- Resident Assistants (53)
- Administrative Assistant for Student Life (1)
- Work-study students (6)
Position's Major Contacts:
- Vice President for Student Affairs
- Director of Residence Life
- Assistant Directors
- Director of New Student Programs and Development
- Director of Student Activities
- Director of Multicultural Student Affairs
- Resident Directors
- Resident Assistants
- Student Accounts Office
- Sodexho Office
- Administrative Assistant for Student Life
- Students and their parents

Demonstrates Excellence in this Position
- Expresses self and connects well with others, using excellent communication and listening skills
- Approaches the responsibilities of position in a patient and open-minded manner
- Remains flexible and understanding at all times for students and their families
- Makes self available to handle crisis situations at a moment's notice
- Works extra hours as needed, including some nights and weekends, to get the competing responsibilities of position accomplished
- Possesses strong organizational, administrative and computer skills
- Displays professional leadership and decision-making abilities
- Maintains high professional standards and a positive, customer service-oriented attitude

Education and Work Experience Required:
- Bachelor's degree or equivalent combination of education and experience

Analytic Skills Required:
- The ability to assess the results of various analytical techniques in order to identify cause-and-effect relationships and then develop plans to change a situation.

Language and Literacy Skills Required:
- Reads and interprets a wide range of information. May interpret documents to others. Regularly writes reports and correspondence. Able to shift writing style as needed for different audiences. Regularly explains policies, listens to questions, responds, and problem solves. Speaks to individuals and small groups effectively.

Computer/Technology Skills Required:

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<th>Working Knowledge</th>
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<td>Internet Research</td>
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Licenses, Certifications and Other Requirements:
- None required
Physical Demands:
Work is often performed in a typical office environment requiring:
- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk

While performing the duties of Housing Coordinator, occasionally the employee is required to lift and/or move 26-50 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Additional Requirements for the Job:
- Ability to maintain a regular presence on campus and campus activities above and beyond the 8:00 AM - 4:30 PM workday
- Availability to work irregular hours, including various times of the evening
- Capacity to provide oversight, management and coverage of Student Life Office

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.