Definition of Class
This is a supervisory position in which the incumbent manages and coordinates activities in the Student Housing Department and makes decisions by exercising discretion and independent judgment. The incumbent manages housing contract completion, application processes, room assignments, occupancy records, and marketing efforts. This position reports to the Assistant Vice Chancellor for Student Affairs and Director of Student Housing.

Examples of Work Performed
Administers, maintains, and improves administrative systems for student housing applications, contracts, and assignments.

Serves as liaison and coordinates with various departments on campus regarding housing of on-campus students.

Determines eligibility for campus housing, interpreting and enforcing the residential contract. Handles requests for contract exceptions and appeals of contract provisions and releases.

Develops and maintains and reports occupancy statistics and other information for housing projections, budget development, analysis, and data management.

Develops customer service standards for communicating with parents, potential students, and residential students and responds to individual concerns.

Selects, trains, and supervises the support staff for the Operations area of Student Housing.

Oversees the internal office procedures for student billing and advance payments, updates forms, processes refunds, tracks archive system for file management, and oversees the housing contract release process.

Serves as a member of the departmental leadership team and other departmental, division or institutional committees as assigned.

Oversees marketing activities and coordinates the development of all departmental publications related to student housing.

Supervises support staff in the performance of their responsibilities.

Verifies deposits and completed applications for freshman and non-registered students.

Researches and employs best practices for the utilization of technology and information systems relating to assignment of bed spaces.

Ensures all assigned tasks are in compliance with University, SEC Conference, and NCAA rules.

Performs similar or related duties as assigned or required.
Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Manages the operation of the Student Housing Office through supervision of the support staff.
2. Manages contract completion, application process, room assignments, occupancy records and marketing for on-campus student housing.
3. Coordinates the annual marketing efforts, publications, and newsletter efforts for the office.

Minimum Qualifications
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

   Physical Exertion: The incumbent may be required to lift up to approximately 25 pounds.

   Vision: Requirements of this job include close vision.

   Speaking/Hearing: Ability to give and receive information through speaking and listening.

   Motor Coordination: While performing the duties of this job, the incumbent is frequently required to sit; stand; walk; and talk and hear. The incumbent is occasionally required to use hands to finger, handle or feel objects, tools or controls; climb or balance; and stoop, kneel, crouch or bend.

Experience/Educational Requirements:

   Education:
   Master’s Degree from an accredited four-year college or university in Higher Education or related field.

   AND

   Experience:
   Three (3) years of experience related to the above described duties.

   Substitution Statement: Related experience may be substituted for education, on a basis set forth and approved by the Department of Human Resources.

Interview Requirements
Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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