

The University of Texas at San Antonio

Job Description

Job Title: Housing Operations Coordinator
Code: 19231
Salary Grade: 57
FLSA Status: Non Exempt
Department/Division: Housing and Residence Life
Reports To: Associate Director of Housing Operations

Summary

- Function: Position responsible for supporting the day-to-day leasing, marketing and conference activities of UTSA Housing and Residence Life.
- Scope: Responsible for supporting leasing operations such as move-in, move-out, tours, marketing materials, and summer conferences. Position will directly supervise student desk workers.

Duties

- Typical:
 1. Work in conjunction with Associate Director of Housing Operations to support online housing application processes such as deposits, refunds, billing and receivables.
 2. Supervise and train front desk staff and student workers to give tours, process move-in and move-out paperwork, and oversee day-to-day summer conference issues.
 3. Assist housing administrators in creating and maintaining move-in and move-out processes.
 4. Work with Associate Director to process roommate requests, unit type requests, complex requests and ensure that information is updated in a timely manner.
 5. Assist Associate Director with meal plan contracts including changes and cancellations.
 6. Work with StarRez Housing Data System to print reports, provide statistical data and ensure uploads and downloads are handled according to schedules.
 7. Assist with logging all move-ins received into the database and help with the preparation of daily logs.

<ul style="list-style-type: none"> 8. Coordinate the updates for general housing publications. 9. Work closely with the Student Life webmaster to ensure regular updates to housing website. 10. Performs additional duties as assigned. <ul style="list-style-type: none"> • <u>Periodic:</u> <ul style="list-style-type: none"> 1. Serve on Student Affairs committees as needed. 2. Participate in campus-wide programs such as UTSA Day, Homecoming and Roadrunner Days. 3. Travel with Admissions on specific recruiting trips as needed.
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Education

Required	Preferred
Bachelor’s degree from an accredited institution. However, at department’s discretion, work experience can be substituted for education requirement.	N/A

Other Requirements

Required	Preferred
Criminal Background Check (CBC).	N/A

Experience

Required	Preferred
Three years experience working in a student housing environment.	Four or more years professional experience in a student housing environment.

Equipment

Required	Preferred
Personal computer and standard office equipment.	Software systems specific to UTSA Housing.

Working Conditions

Usual	Special
Normal office environment.	Some weekends in relation to check-in process. Some after hour work as it relates to assisting parents and students who may visit after 5:00 p.m. Weekend work during special recruiting events. Travel with Admissions.

Supervision

Received	Given
Moderate supervision by the Executive Director.	Indirect supervision of other administrative staff. Direct supervision of student assistants.

Accuracy

Proficiency in all duties performed.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.