POSITION TITLE: Coordinator of Assignment Processes and Communications

JOB CLASS: Staff  SUPERVISOR: Assistant Director for Housing Operations and Administrative Services
CLASSIFICATION: Full Time  LOCATION: DeLand
SUPERVISORY: No  DEPARTMENT: Housing and Residential Life

POSITION OVERVIEW:
The Coordinator of Assignment Processes and Communications is a professional position reporting to the Assistant Director for Housing Operations and Administrative Services. This position carries out the mission and vision of departmental leadership in the areas of communications and administrative services to effectively create a distinctive residential living and learning environment which has a compelling value proposition and contributes to student recruitment and retention. Through implementation of best practices in university student housing, effective use of reporting and data, maintenance of housing data systems and interfaces with university enterprise data systems, streamlining of processes, collaboration with campus partners, strategic communications, and impeccable customer service standards, the coordinator plays a key role in the execution of a comprehensive student housing operation of 2000 beds comprised of residence halls, apartments, and houses.

QUALIFICATIONS, KNOWLEDGE AND SKILL REQUIREMENTS:
Candidates are required to possess relevant educational credentials. A Bachelor’s degree in management, business, information systems, educational technology, or a related field and 2 years of relevant professional experience are preferred. Excellent data and information management skills; experience utilizing technology and data management systems; demonstrated ability to trouble-shoot issues with information technology systems; demonstrated ability to create complex reports; diligent attention to detail and meticulous record-keeping; ability to coordinate multiple processes simultaneously; ability to create and maintain efficient systems and processes; ability to relate well to students, parents, scholars, faculty, staff and others from diverse cultural backgrounds; strong written and verbal communication skills; ability to create, implement, and coordinate a strategic communications and customer service strategy; sound professional judgment and a strong sense of ethics; ability to work independently with little supervision; and ability to work effectively and successfully in a dynamic and energetic team.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Responsible for the execution of efficient administrative housing processes, including assignments for incoming and continuing students, early arrivals, late stays, break housing, animal requests, ADA and special accommodation requests, and requests for exemptions to the University residency requirement.
- Maintains the housing management software (Residence by Symplicity) and corresponding data systems in order to receive applications, make assignments, assess fees, deliver individualized communications, manage data, and generate reports.
- Serves as primary administrator for trouble-shooting concerns with Residence by Symplicity, student information system (Banner), interfaces, and access management software (S2) and coordinates the resolution of issues.
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- Coordinates the departmental key management process, electronic system, reconciliation of keys, billing for lost/temp keys.
- Facilitates an effective communications strategy and customer service standards.
- Assesses housing operations and related services which directly affect the quality of our students’ residential experience and utilizes the data for the continuous improvement of services and implementation of a distinctive living and learning environment.
- Works collaboratively with internal and external partners such as, Information Technology, Registrar, Student Financial Planning, Public Safety, Admissions, Athletics, Facilities Management, Dining Services, Summer Conferences, Health Services, Academic Success, Marketing, and other departments as necessary to communicate and coordinate operations, services, and occupancy management.

ROUTINE DUTIES AND RESPONSIBILITIES:

- Responsible for daily reconciliation of assignments, access, and billing data in Residence by Symplicity, Banner, and S2.
- Creates and maintains weekly occupancy reports and periodic process related reports.
- Responsible for periodic reconciliation of facility related work orders.
- Facilitates daily operational activities such as cancellations, room changes, and billing inquiries and addresses concerns from parents and students regarding assignments related processes.
- Responsible for maintaining and updating the department website and managing social media initiatives.
- Coordinates marketing initiatives for the department to increase student recruitment, retention, and satisfaction.
- Directly involved with after-hours emergency issues pertaining to housing operations and administrative functions.
- Attends and participates in division, department, and university-wide meetings and represents Housing and Residential Life as needed.
- Other duties as assigned.

APPLICATION PROCEDURE: Please submit a letter of application, which addresses the qualifications, a resume, and/or application, with names, addresses, and telephone numbers of three professional references to Stetson University, Inc.; Office of Human Resources; 421 N Woodland Boulevard, Unit 8327, DeLand, FL 32723. FAX: (386) 822-7562 E-MAIL: humres@stetson.edu. Complete application, available online.

Stetson University is an Equal Opportunity Employer that affirms cultural diversity and inclusion as a core value of academic excellence at Stetson University. We are committed to achieving equal access in education, employment, and participation through the recruitment and retention of outstanding faculty, staff, and students from diverse backgrounds, and to meaningful academic and intellectual transformation in curriculum, research and service. We are dedicated to actions and policies that foster a community in which individuals with various identities, cultures, backgrounds, and viewpoints work together to create opportunities for engagement through rewarding and fulfilling careers and personal experiences in a culturally and racially diverse society and a globalized world. We strongly encourage members of historically under-represented and economically-disadvantaged groups and women to apply for employment. Stetson University is an EEO, ADA, ADEA, and GINA employer.