

Posted: February 13, 2024



POSITION ANNOUNCEMENT

TITLE: ASSISTANT DIRECTOR OF HOUSING OPERATIONS

DEPT: RESIDENCE LIFE

REG

TEMP

FULL TIME

PART TIME

STARTING RATE or SALARY RANGE \$55,000-\$60,320

Employees being promoted to a higher classified position receive the minimum for the position or a pay rate adjustment of 8% whichever is greater.

All regular positions also entitle the employee to several benefits including health, dental, vision, life insurance, and retirement which is largely paid by New Mexico Tech for the employee and dependents.

INTERNAL POSTING THROUGH: Concurrent* CONSIDERATION WILL BE GIVEN FIRST TO TEMPORARY AND REGULAR TECH EMPLOYEES WHO APPLY WITHIN THE 7 DAY INTERNAL POSTING. APPLICATIONS RECEIVED AFTER THE 7 DAY POSTING MARGIN WILL BE CONSIDERED WITH OTHER OUTSIDE APPLICANTS.

JOB SUMMARY:

Reporting to the Director of Housing & Residential Life (ADHO) is responsible Oversees housing operations, including facility management, room selection, and occupancy management for a 700+ beds. Manages daily Residential Life information to office staff and communicates this to Resident Assistants. Manages student applications, contracts, and room placement process. The ADHO is also a part of the on-call rotation. Actively implements New Mexico Tech's Strategic Plan objectives.

The ADHO supervised office operations including 1 Administrative Assistant and 2-3 student workers. They will be the liaison with Facilities Management and Conference Services. The ADHO will work closely with HRL staff, faculty, and other staff. The ADHO must live within 20 minutes of campus to respond to crisis.

JOBS FUNCTIONS:

Administration

30%

- Represents HRL at university sponsored events
- Assists the Director with in strategic planning in the following areas: HRL Mission, Vision, Values; Occupancy Management Facilities Management; Departmental Assessment; Campus-Wide Crisis Response; Staff Training, & Supervision; Dining & Conference Services
- Directly supervises 1 Administrative Assistant.
- Indirectly supervises student desk workers, 2 Residence Life Coordinators, 25 Resident Assistants, and 6 to 8 Conference Assistants.
- Creates and assesses relevant policies, procedures, and initiatives to promotion the growth of HRL's Mission, Vision, & Values.
- Coordinates the Office of Residential Life's reception area and directs the daily workflow of the students working at the front desk
- Manage Onity Room Access Software
- 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, applications, contracts, and/or assignments. Develops and fosters supportive working relationships, motivation, and staff engagement.
- Communicates information to staff on an ongoing basis to influence staff engagement and to be a part of a larger community.
- Values and encourages diverse perspectives, creativity, and teamwork.
- Assists in monitoring expenditures and income within the Residential Life accounts, include undergraduate housing. Follows up on discrepancies and makes necessary corrections as needed.
- Leads the development of departmental marketing strategies that promote HRL's academic support efforts, LLCs/affinity spaces, student success initiatives, etc. utilizing various sources (brochures, newsletter, email, webpage, social media, etc.).

Housing Operations

30%

- Leads the strategic development of HRL's mission, vision, values.
- Manage room and meal plan assignments.
- Maintain accurate rosters and occupancy numbers.
- Serve as the super user for Star Rez.
- Manage housing application and room change processes using the housing assignments database
- Manage the new and returning student assignment process.
- Facilitate resolutions regarding all housing assignment questions, reservations, residency, conflicts, etc.
- Responds to parents'/families' housing concerns.
- Coordinates New Mexico Tech's housing accommodations for the residential students. Reviews student applications and requests for accommodations.
- Inputs cancellation fees and damage fees, verifies housing status, academic status, and verifies meal plan reports and student accounts.
- Listens to student and parents'/families' housing concerns. Resolves roommate complaints and conflicts.
- Generates various reports for the Resident Assistants and office staff. Roommate consolidation including communicating to residents who are left in double rooms as singles, pair these students together to retrieve the single room cost.

Facility Management

20%

- Serve as the HRL liaison with Facilities Management.
- Hold monthly meetings with Facilities Staff.
- Assist the Administrative Specialist with work order management and follow up.
- Acts as back up for Residential Life Administrative Assistant including answering phones.
- Lead the development of professional staff training as it relates to occupancy management, facilities, assessment, and crisis-response.
- Provides professional development opportunities.

Conference Services

5%

- Serve as the liaison to the Events and Conferences Committee.
- Support the Summer Conferences Coordinator with occupancy management.
- Assist with Summer Conference Assistant (CA) supervision, work scheduling, and general oversight
- Troubleshoot any/all housing related issues contracted camps may have during their stay with NMT Residential Life.
- Complete other tasks as assigned by the Director.

Residential Student Support

5%

- Provides behavioral interventions to students including counseling, mediation, problem solving, policy violations, and referrals of individuals or groups of students regarding personal concerns, academic needs, or policies.
- Responds to and supports medical emergencies, safety and security emergencies, and students in crisis as needed.
- Reviews incident reports, follows-up with students involved in documented incidents, determines various levels of behavioral sanctions and enters incident report data into the Maxient Conduct System.

- Interprets university housing policy and counsels students on violations and determines educational sanctions and or responsibilities for policy and behavioral infractions.
- Serves as part of the on call rotation to respond to emergent issues related to housing and/or facilities related student issues.

Other duties as assigned

10%

REQUIRED QUALIFICATIONS:

Master's Degree in Higher Education or related field. At least 3 years of relevant experience. Organizational, planning, analytical and problem-solving skills. 1 year of supervision experience. Knowledge of Microsoft Office. Must be able to work effectively despite frequent interruptions. Ability to obtain a New Mexico License and complete New Mexico Tech's Defensive Driving Course.

DESIRED QUALIFICATIONS:

Understanding of Maxient/ Star Rez. Understanding of Banner/Argos. Understanding of basic marketing strategies. Experience with a card access lock system.

LIFTING REQUIREMENTS:

(f)requently, (o)ccasionally, or (s)eldom

0 - 15 pounds	F
15 - 30 pounds	O
30 - 50 pounds	S
50 - 100 pounds	S
100 + pounds	S

PHYSICAL DEMANDS:

Standing 20%	Sitting 40%	Walking 20%	Pulling
Pushing	Lifting	Stooping 5%	Kneeling
Crawling	Climbing	Reaching 5%	Other

Apply to: nmtjobapps@npe.nmt.edu