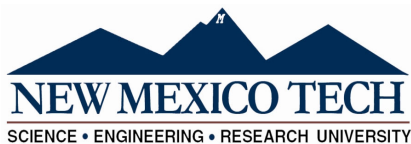


Posted: October 24, 2023



POSITION ANNOUNCEMENT

TITLE: ASSISTANT DIRECTOR OF HOUSING OPERATIONS

DEPT: HOUSING & RESIDENTIAL LIFE

REG

TEMP

FULL TIME

PART TIME

STARTING RATE or SALARY RANGE \$48,672-\$58,893

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 DUTIES:

Reporting to the Director of Housing and Residential Life (DHRL), the Assistant Director of Housing Operations (ADHO) will manage the Housing Room Selection & Assignments process to ensure the intended goals/outcomes of the Office of Housing & Residential Life (HRL) and the Residential Curriculum are met. The ADHO will assist the HRL staff in on-going assessment practices, program review, and the dissemination/presentation of critical elements related to the mission and strategic plan of the university and HRL. The ADHO directly supervises the Office Administrative Assistant and the Residential Life Coordinator (RLC) for the Second Year and Upper-class Experience (SYE/ UCE) and indirectly supervises all Resident Assistants (RA). This position will work closely with HRL staff, faculty, and other academic staff. Housing accommodation are optional.

Residential Life Leadership & Supervision

- Serves as a key member of the HRL Leadership Team.
- Assists in setting strategic vision in areas of Housing Operations & Occupancy Management.
- Assesses and proposes relevant policies, procedures, and initiatives that support a housing occupancy process consist with the goals of the Residential Curriculum.
- Supervises the Residential Life Specialist and Residential Life Handy Man.
- Assists the DHRL with the management of Star Rez Housing Management Software.
- Collaborates with the DHRL to develop and coordinate the mission, vision, values for HRL.
- Collaborates with the ADRE to develop and coordinate the educational priorities and associated learning outcomes of the Residential Curriculum as it relates to intentional occupancy clustering.
- Collaborates with ADRE to oversee opening, closing, and break housing transitions.
- Responds to emergent issues related to housing and the residential

Occupancy Management

- Assists in monitoring, reconciling, forecasting, and the strategic planning for the spending of the HRL budget: Approximately \$3M.
- Reviews and processes all student housing applications including meal plans.
- Reviews and processes all housing and meal plan cancellation requests.
- Processes all room assignments each semester for seven residence halls containing 750+ students.
- Verifies housing status and academic status for various stakeholders.
- Follows up on financial or student account discrepancies and makes necessary corrections as needed.
- Assists the Office of Access Services in processing housing accommodations for residential students.
- Maintains updated occupancy rosters for HRL.
- Conducts roommate consolidations as needed.
- Communicates occupancy changes to student.
- Counsels parents/families/other stakeholders on occupancy, billing, and housing management matters.
- Assists the DHRL in developing a capital improvements plan for seven residence halls.
- Serves as lead for all Facilities Management work orders and concerns.

Campus Engagement

- Represents HRL at recruitment days, campus activities, and related events that may include weekend and evening hours.
- Serve on campus committees as required.
- Assists in directing custodians and maintenance workers for the various hall projects and maintenance.
- Serves as secondary contact for student staff resources.
- Distributes all necessary information about the department to other departments on the campus.

- Services as departmental conduct officers.
- Assumes an appropriate share of staff coverage for evening and weekend events.
- Assume duties of the DHRL in their absence.

Assessment

- Generates housing metrics reports each semester that include but is not limited to occupancy breakdown, meal plan breakdown, student retention breakdown, housing contract and meal plan cancellation breakdown, and student conduct breakdown.
- Assists the DHRL and ADRE in leading departmental assessment initiatives.
- Assist the ADRE in assessing various component of the Residential Curriculum as needed and/or as related to operations management.
- Create a standard data reporting process to showcase appropriate metrics and outcomes to various stakeholders.
- Assist with the development of departmental strategic marketing plan to attract and retain student in on-campus housing.

Residential Student Support

- Provides behavioral intervention to students including counseling, mediation, problem solving, policy violations, and referrals of individuals or groups of students regarding personal concerns, academic needs, or policies.
- Serves as a mid-level conduct hearing officer within HRL.
- 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 computer records.
- Interprets and counsels students on university policy violations and determines educational sanctions and or responsibilities for policy and behavioral infractions.
- Serves in on-call professional staff duty rotation.

Other duties as assigned.

REQUIRED QUALIFICATIONS:

Read and comprehend instructions, write information and complete simple forms. Bachelor’s degree - Area of study: Any with 3 years of full-time Residential Life experience, related experience or Master’s degree - Area of study: Higher Education Administration or related field with 2 years of full-time Residential Life experience or related experience. *Serving as a part-time Graduate Level Hall/Area Director/Coordinator for two years may count as 1 year of full-time Residential Life experience for the purpose of this job description. Demonstrated experience in the use of Student information Systems (i.e., Banner). Well-developed interpersonal communication skills, including oral and written communication. Evidence of ability to work effectively with people from diverse backgrounds and the ability to foster communities that support diversity, equity, and inclusion. Demonstrated experience in use of Microsoft Office and Google. May be subject to background check. Must be able to obtain a New Mexico Driver’s License. Must be able to pass Defensive Driving Course.

DESIRED QUALIFICATIONS:

Residential life experience; Exceptional oral communication skills; Ability to communicate effectively with students, faculty, administrators, alumni & the public. Master’s degree in Higher Education Administration or related field. Experience leading or supervising others. Experience and understanding of current research related to occupancy management. Experience training student and professional staff. Experience with program coordination or project management. Experience providing interpersonal counseling. Experience participating in behavioral interventions.

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 5%
Pushing 5%	Lifting 5%	Stooping 5%	Kneeling 5%
Crawling	Climbing	Reaching 10%	Other

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