

STATE UNIVERSITIES CIVIL SERVICE SYSTEM

*Sunnycrest Center
1717 Philo Road, Suite 24
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Bruce Friefeld
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TO: Designated Employer Representatives
Human Resource Directors
Classification and Testing Personnel

FROM: Roger D. Frick
Human Resources Officer
Classifications, Compensation, and Examinations Division

DATE: June 2, 2004

SUBJECT: Housing Administrator Proposal
(CCE-04-244)

During the Friday May 28 2004 conference call, participants proposed specification revisions consolidating the current Housing Administrator series into a more definable structure with distinguishable duty responsibilities. Classification titles were briefly discussed and your thoughts and recommendations are also solicited for appropriate titles. Some possible titles and combinations are:

Level I	Level II	Level III
Housing Representative	Assistant Housing Manager	Housing Manager
Assistant Housing Supervisor	Housing Supervisor	Housing Administrator
Housing Specialist	Housing Manager	Senior Housing Manager
Assistant Housing Administrator	Housing Administrator	Executive Housing Administrator
Assistant Housing Officer or Agent	Housing Officer or Agent	Executive Housing Officer or Agent
Assistant Housing Specialist	Housing Specialist	

Please provide recommendations and comments involving the attached, current draft of a specification proposal for the Housing Administrator series by Monday June 21, 2004 to Roger Frick by email at rogerf@sucss.state.il.us or letter using the address below:

Roger D. Frick
State Universities Civil Service System
1717 Philo Road. Suite 24
Urbana, IL 61802-6099

If have questions or need any additional information, please contact Roger Frick electronically at rogerf@sucss.state.il.us or phone, (217) 278-3150. Thank you for your participation.

HOUSING SERIES

<u>Code No.</u>	<u>Class Title</u>	<u>Occ. Area</u>	<u>Work Area</u>	<u>Prob. Period</u>	<u>Effective Date</u>
0001	Housing I	03	047	6 mo.	00/00/00
0002	Housing II	03	047	6 mo.	00/00/00
0003	Housing III	03	047	6 mo.	00/00/00

Promotional Line: 121

Series Narrative

Employees in this series perform duties involving the management, operations, and administration of university residential housing facilities and related quality of student life programs. A progression of management responsibilities, essential experience, and knowledge is provided for employee development and promotion within the series.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Housing I

0001

Employees at this level assist in the operations and administration of residential housing facilities; residential life programs; and implementation of housing procedures and policies.

Housing I typically –

1. assist in the supervision of activities related to the operation and maintenance of existing housing facilities
2. coordinate contracts, agreements, lease renewals, applications, transfers, assignments, and termination processes involving tenants of university-owned facilities.
3. execute the billing process, prepare accounting forms and routine account adjustments (damage charges, new keys, refunds or forfeitures of deposits, etc.), monthly reconciliations, billing verifications, prepayments, and other debit and credits to resident accounts
4. recommend changes in housing operations, policies and procedures
5. assist with the execution of departmental budget programs and participate in budget development by providing suggestions
6. assist with execution of marketing activities or programs
7. maintain good public relations with students, parents, and university/college employees to include representing the university at public meetings and assist with public relation practices, programs, and the coordination of conferences, workshops, and open houses including reservations and registration
8. assist with the implementation and management of customer service practices

9. counsel students and staff on housing matters and in locating housing suited to their needs
10. assist with the supervision of housing registration processes
11. compile data or statistics for such reports as occupancy rates and complete simple research projects
12. train student workers, clerical, and other housing staff employees and assist in the development of training programs
13. assist in advising housing owners, operators, and managers on operational and tenant relationship matters to include reviewing, adjudicating, and/or recommending settlement of disputes between students and staff tenants and owners, operators, and managers concerning housing matters
14. assist with inventory and maintenance responsibilities; perform inspections of housing facilities to assure compliance with designated standards; determine required repairs and/or housekeeping work
15. assist with coordination involving interior decorating, design, and furnishing selection, including preparation of specifications
16. performs other duties as assigned

Level II: Housing II**00002**

Employees at this level assist in the management and supervision of university-owned housing, private and contract facilities and assist with execution and coordination of related housing programs. In-depth knowledge of the university's housing organization, programs, policies, and procedures is essential to the performance of duties, and confidence in all relevant matters is accorded. Employees at this level of the series function with sufficient independence and authority to influence the quality of student life experiences and parental perceptions of university management.

Housing s II typically –

1. supervise activities related to the operation and maintenance of existing housing units including management of work order systems and the selection ordering, and delivery of equipment and furnishings
2. develop, establish, coordinate, and supervise routine practices, operational policies and procedures; customer service practices.
3. manage residential billing systems and related processes
4. supervise housing registration and manage housing information and facility records, applications, reservations, cancellations, and contracts
5. coordinate and/or prepare preparation of research reports and statistical analyses
6. implement marketing strategies, recommend and plan approved marketing activities
7. supervise the training of student workers, clerical, and other housing staff employees; recommend training activities and implement training programs

8. propone public relation practices and programs; represent the university at public meetings; coordinate and supervise open houses, conferences and workshops including area assignment, rates negotiations and special arrangements; and maintain good public relations with students, families, university communities and beyond.
9. direct or perform duties involving the inspection of housing facilities for compliance with standards; determine and coordinate required repairs or housekeeping work
10. assist with the assignment of housing quotas, adjudication of landlord-student disputes, and the counseling of students and housing accommodation matters
11. administer delinquency and eviction processes and testify in legal proceedings involving evictions
12. supervise equipment and furnishing inventories and related item accountability processes
13. perform the duties of Housing I as required.
14. performs other related duties as assigned

Level III: Housing III**0003**

Employees at this level are the primary managerial assistants to the principal of a major academic or administrative unit that provide management, leadership, and expertise for all housing facilities, related programs, and resident issues. Employees at this level function with the independence and authority that impacts significantly on the quality of student life experiences as well as parental and public perceptions of university management

Housing s III typically –

1. control, direct, and coordinate administrative and operational areas involving existing and proposed housing units
2. direct, coordinate, and develop work order practices and priorities.
3. establish reporting routines; define operational objectives and policies; contribute to overall policy formulation
4. monitor residential billing systems and plan enhancements; recommend strategic improvements in billing systems
5. supervise budget preparation and monitor the execution of budgets
6. direct, review, and control research and the preparation of reports and statistical analyses
7. recruit, interview, and select employees; develop training programs for housing employees
8. develop public relation practices and programs; represent the university at major public meetings; propone development of workshops, conferences, and open houses; maintain good public relations with students, families, university communities and beyond.

9. coordinate and implement annual floor plan designations effecting temporary housing activities, male and female areas, academic areas, disabled quarters, and other special housing considerations.
10. direct, develop, and monitor housing registration processes
11. manage housing certification, enforcement, and inspection programs; meets with new and potential owners to review certification processes; advise housing managers and advisors of responsibilities; meet with owners, operators, advisors, and managers on enforcement and inspection issues.
12. prepare and disseminate inspection and enforcement reports, housing standards, certification lists, and ensure compliance with local and state codes and HUD regulations
13. assign housing quotas, adjudicate landlord-student disputes, and counsel students on housing accommodation matters
14. supervise equipment and furnishing programs
15. perform the duties of Housing I and II as required
16. perform other related duties as assigned

Level I: Housing I**0001****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. Any combination totaling two years from the following categories:
 - a) housing, residential life, hospitality, business, or closely work experiences,
 - b) college course work in Higher Education Administration, Student Personnel Administration, Hospitality Sciences, Business Sciences, Social or Behavioral Sciences, and/or related disciplines, as measured by the following conversion table or its proportional equivalent:
 - 30 semester hours equals six (6) months
 - 60 semester hours or Associate's Degree equals one (1) year
 - 90 semester hours equals two (2) years
 - 120 semester hours, Bachelor's Degree, or higher equals three (3) years

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. supervisory and administrative abilities
2. ability to coordinate and complete several activities simultaneously
3. ability to communicate effectively with students, parents, university employees, landlords and the general public
4. ability to work with, counsel, and advise students, staff and the public
5. ability to compile routine statistical data and complete simple research projects

6. ability to write simple reports, routine procedures, and standard business correspondence
7. basic knowledge of office correspondence, business reports, and record keeping practices
8. basic knowledge of computer systems
9. basic knowledge of routine bookkeeping or accounting procedures
10. computer literate

Level II: Housing II**0002****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. Any combination totaling four years from the following categories:
 - a) housing, residential life, hospitality, business, or closely work experiences,
 - b) college course work Higher Education Administration, Student Personnel Administration, Hospitality Sciences, Business Sciences, Social or Behavioral Sciences, and/or related disciplines, as measured by the following conversion table or its proportional equivalent:
 - 30 semester hours equals six (6) months
 - 60 semester hours or Associate's Degree equals one (1) year
 - 90 semester hours equals two (2) years
 - 120 semester hours, Bachelor's Degree, or higher equals three (3) years

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. supervisory and administrative abilities
2. ability to coordinate and complete several activities simultaneously
3. ability to communicate effectively with students, parents, university employees, landlords and the general public
4. ability to advise and work effectively with individuals or representatives of small or large groups and members of university, community, and governmental organizations
5. ability to delegate responsibilities
6. ability to do research projects and prepare multifaceted statistical reports
7. ability to write complex reports, procedure manuals, and comprehensive business correspondence
8. general knowledge of business or office correspondence, reports, and record keeping practices
9. general knowledge of computer systems

10. general knowledge of book keeping or accounting procedures
11. computer literate

Level III: Housing III**0003****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. Any combination totaling six years from the following categories:
 - a) housing, residential life, hospitality, business, or closely work experiences,
 - b) college course work in Higher Education Administration, Student Personnel Administration, Hospitality Sciences, Business Sciences, Social or Behavioral Sciences, and/or related disciplines, as measured by the following conversion table or its proportional equivalent:
 - 30 semester hours equals six (6) months
 - 60 semester hours or Associate's Degree equals one (1) year
 - 90 semester hours equals two (2) years
 - 120 semester hours or Bachelor's Degree equals three (3) years
 - Master Degree equals four (4) years

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. supervisory and administrative abilities
2. ability to coordinate and complete several activities simultaneously
3. ability to communicate effectively with students, parents, university employees, landlords and the general public
4. ability to advise and work effectively with individuals or group representatives and members of university, community, and governmental organizations
5. ability to delegate crucial responsibilities
6. ability to provide and interpret comprehensive written, oral, diagram, or schedule instructions
7. ability to interpret and generate complex business reports and multifaceted statistical analyses
8. ability to present information and respond to questions during group appearances demanding thorough knowledge and confidence
9. knowledge of contract terminology, real estate or multiple dwelling management
10. knowledge of accounting practices and theories
11. computer literate