

## HOUSING ADMINISTRATION 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>
0044	Housing Representative	03	047	6 mo.	00/00/00
0045	Housing Officer	03	047	6 mo.	00/00/00
0046	Housing Administrator	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.

#### DESCRIPTIONS OF LEVELS OF WORK

##### Level I: Housing Representative

**0044**

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

Housing Representatives 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 residents and tenants of university-owned facilities.
3. Perform 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 implementation of departmental budget programs and participate in budget development by providing suggestions and requested data
6. assist with execution of marketing activities or programs
7. maintain good public relations with students, parents, and university employees by representing the university at public meetings; assisting with public relation practices and programs; responding to inquiries; and clarifying departmental policies and procedures. Also assist with the coordination of conferences, workshops, and open houses including reservations and registration
8. provide customer service and assist with the counseling of students and staff on housing matters and in locating housing appropriate to their needs
9. assist with the supervision of housing registration processes

10. compile data or statistics for such reports as occupancy rates and complete simple research projects
11. train student workers, clerical, and other housing staff employees and assist in the development of training programs
12. 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
13. assist with inventory and maintenance responsibilities; perform inspections of housing facilities to assure compliance with designated standards; determine required repairs and/or housekeeping work
14. assist with coordination involving interior decorating, design, and furnishing selection, including preparation of specifications
15. performs other duties as assigned

**Level II: Housing Officer****00045**

Employees 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. Employees function with sufficient independence and authority to influence the quality of student life experiences and parental perceptions of university management.

Housing Officers 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, and 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 research reports and statistical analyses
6. implement marketing programs; recommend and plan approved marketing activities
7. supervise and train student workers, clerical, and other housing staff employees; recommend training activities and implement training programs
8. oversee 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. performs duties of lower level of this series
  14. performs other related duties as assigned

**Level III: Housing Administrator****0046**

Employees 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 supervise housing staffs and 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 Administrators typically –

1. supervise, 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 to internal and external audiences; propose and develop 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. performs duties of lower level of this series
16. perform other related duties as assigned

**Level I: Housing Representative****0044****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 related 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 or higher equals four (4) years

**PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB**

1. managerial 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, record keeping, and bookkeeping or accounting practices
8. computer literate

**Level II: Housing Officer****0045****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 related 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 or Bachelor's Degree equals three (3) years
    - Master Degree or higher 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 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, record keeping, and book keeping or accounting practices
9. computer literate

**Level III: Housing Administrator****0046****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 related 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 or higher equals four (4) years

**PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB**

1. directorial and executive 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

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