**Associate Director of Residence Life for Operations and Facilities**

**Job Purpose:** Under the general supervision of the Director of Housing & Residence Life, the Associate Director of Residence Life for Operations and Facilities is responsible for managing the Department's operational functions and facilities management, maintaining the inventory control system, including residential furniture and building maintenance projects. The Associate Director provides leadership, strategic planning, and oversight of daily housing operations in support of custodial services, facilities management, security and building planning. This position develops occupational readiness efforts for new and existing buildings. This position is also responsible for coordinating purchasing activities, collaborating with campus departments such as Facilities Management and Design and Capital planning, representing Residence Life on building projects, acting in the best interest of students and Student Life, and providing administrative leadership to the department. This position has primary responsibility for coordinating efforts for all facilities needs and initiatives within the department, communicating information to stakeholders and campus partners, as well as general operations. The Associate Director of Residence Life for Operations and Facilities is a highly visible member of the university community who interacts across divisional lines and works collaboratively with many segments of the university through education, consultation, advisement and referral. The Office of Residence Life at Colorado School of Mines support a range of living environments from traditional residence halls and Fraternity and Sorority houses to apartments housing undergraduate, graduate students and families. We oversee over 33 buildings and house 1700+ students. Mines residence life is growing and will open two new buildings in fall of 2020 that will increase our housing by 700 students. The Associate Director will play a critical role in planning for and implementing operations for these new and our existing buildings.

**Responsibilities:**

**Housing Facilities Operations and Management - 60%**

- With the Director of Residence Life, lead the development and implementation of operational strategies including immediate, short-term, and long-term planning to ensure all residential facilities meet the needs of students and the department of Facilities Management.
• Working closely with Residence Life Coordinators to support day-to-day operations, resolve building-related issues, respond to facility emergencies, and ensure routine maintenance plans are achieved is an ongoing priority.

• Oversees all inventory owned by Residence Life in all Residence Life buildings and maintains schedules for maintenance and purchasing.

• Act as the representative for Residence Life on all OAC meetings during construction and act as a contributor to design processes.

• Builds contingency plans for the scheduled maintenance and replacement of interior finishes, carpet, and materials in collaboration with Facilities Management.

• Collaborate across campus to plan for and oversee move-in and move-out of all residential areas

• Collaborates with Assistant Director for Occupancy Management to plan for all the operational scheduling of summer school and internship housing.

• Works with internal and external partners, staff and students to create residential enhancement proposals and manage the implementation of approved plans, protocols and programs. Manage and direct all functions related to security in the residence halls including electronic key box access, security cameras, and desk operations.

• Respond to emergency and crisis situations that pertain to students and Residence Halls and Apartment Housing facilities. Serve as a backup on-call to the Residence Life Coordinators for facilities related questions, emergencies and follow-up for the Residence Life Office and Student Life Division. The situations usually occur on campus on evenings and weekends, as well as during the typical workday.

• Assist the Director in various projects, communications and reports, and attend various meetings on their behalf regarding Facilities Management and Capital Planning & Construction projects.

• Manage through analysis and reports the quality and assurance on all work orders related to all housing areas. Work closely with Residence Life Coordinators and Facilities Management staff on work order issues.

Budget & Fiscal Management-25%

• In coordination with the Director, determine distribution of the allocated funds for the Residence Life and Housing department.

• Assure that the internal budget management strategy of funding and revenues will continuously provide the necessary resources to accomplish Housing and Residence Life goals and mission, within policies and expectations of Finance and Administration.

• Make decisions on budget management strategy and practice for facilities and maintenance of residential buildings.

• Plan and track all housing allocated funds throughout the fiscal year or duration of the various housing projects.

• Analyze accounting or budget problems and decide when it is necessary to consult the Controller, Budget Director, and/or Student Life budget analyst.

• Run existing reports, design new ones, and customize them as needed. The sources for the reports are: Starrez, Banner system, Cognos system, individual Excel reports, and other data
extracted from various fiscal documents. This would include database spreadsheets and report generating skills.

Collaboration and Supervision _10%
- Hire, train, supervise, advise, and evaluate student staff as needed to support the efforts of maintaining inventory, planning for summer housing and supporting overall operations efforts.
- Work with Mines Sustainability Coordinator to maintain sustainable practices and education within Residence Life Housing and sit on the Sustainability Committee.
- Collaborate with the Assistant Director for Occupancy Management and the Associate Director of Residence Life to provide direction and support for the technology functions within Residence Life including the Housing Management System (Starrez), Banner, and technology support for the department.
- Serve as an administrator of the Starrez Housing software system, monitor the system functions, help with problems, and facilitate contact with the vendor.
- Work with access services and Blastercard to collaborate on security and access measures.
- Negotiate new purchases and manage the software upgrades with input from Assistant Director for Occupancy Management.

Other duties as assigned or required (including but not limited to) _5%
- Serve on departmental and university wide committees and task forces as assigned.
- Residence Life is a 24-hour operation; the Associate Director must be available to provide support for off-hours, weekends and/or holidays as required.
- Participate in all Residence Life programs, orientation programs and campus specialty weekends. This could include meeting with students to plan and/or attend events on campus on evenings and weekends, as well as during the typical work day.
- Perform miscellaneous job-related duties as assigned by the Director of Housing and Residence Life.

Qualifications:
Bachelor’s degree is required and a Master’s degree in college student personnel, higher education administration, business administration, or related field with a combination of education and experience is strongly preferred. A moderate amount of progressively responsible professional experience in housing administration and residential facilities is required. Successful knowledge of and experience with planning, organizing, and managing facilities and/or construction, custodial services, building repair and maintenance, security and safety issues, business operations, budgets, and staff is strongly preferred. Experience managing the workflow in a fast-paced office environment with tact and diplomacy. The position requires:

- A sense of humor. Our work is serious, but we can’t take ourselves too seriously
- Demonstrated ability to relate to individuals and groups with widely varying backgrounds, perspectives, education, and skills
- Demonstrated experience with the use of technology, including database management, in support of the business functions in a client centered setting
- Demonstrated commitment to advocacy for diversity and social justice
- Budget development and management experience
- Sound judgment and high standards in terms of professionalism, attitude, quality of work, organization and attention to detail, and ability to handle confidential information and material with discretion
- Strong interpersonal and communication skills, both written and verbal
- Ability to proactively anticipate needs
- Successful experience managing multiple tasks with shifting priorities
- Successful experience working well under deadline
- Ability to collaborate with a diverse population of student, staff, and faculty in a higher education setting
- Technical experience and demonstrated skill with software such as Starrez, Banner, and other software related to the management housing and finance.
- Demonstrated skills in problem solving, crisis intervention, planning, and staff development.
- Demonstrated skill at both working independently and as part of a team.
- Taking initiative, following tasks through to completion is required.
- Proficiency with Microsoft Word, PowerPoint, Outlook, and Excel required.

**Decision Scope:** This position regularly makes decisions regarding:

- Decisions that will impact the budget and final product when it comes to building construction, design, remodel and maintenance. As a primary representative of Residence Life this person must rely on their knowledge of facilities as well as their understanding of the student experience to make decisions on the usage of our facilities to offer input in major decisions by the Department and the School.
- Prior to receiving Residence Life approved annual budget from the Budget Office, this position begins budget planning and prioritization. This position develops projections for Residence Halls, Apartment Housing, and Greek Housing operations, based on cost analysis and budget comparisons from past years combined with budget discussions and formal requests from various Residence Life areas. This position determines availability of budget funds for expenditures based on current fund balance, upcoming fixed and other projected expenses.
- Supervise the Residence Hall furniture inventory process, which is imperative to the quality assurance and budgetary processes for each residence hall. This consists of monitoring items received, updating and adjusting quantities, reconciling quantities for multiple storage locations across campus and verify consistency within the housing Renovate, Renewal, Replace database. This position determines the appropriate amount of inventory that is needed for the appropriate amount of residents that are going to occupy for that fiscal year.
- This position provides financial and revenue forecasting reports to the Director. In the absence of the Director, this positions acts as the representative for Residence Life on all budget, finance, and operation issues. In doing so, this position must provide accurate information and communicate specific request and direction to the proper Residence Life areas. This position will determines most efficient formats, charts and tables for thorough and accurate reporting of information.
• Since technology and computer support is critical to the successful operation of the department and is an integral part of the overall budget management strategy, this position is also responsible for the department computer hardware and software management master plan. Identifying departmental computer hardware and software needs; authorizing purchases of necessary hardware and software; providing necessary training; supervising website content; collaborating with other professional staff members to determine appropriate technology goals.

**Communications:** This position will use communication skills to:

• Collaborate with various campus and corporate partners to make critical decisions regarding the maintenance of our residential buildings. The ability to communicate clearly and to build relationships in these areas is paramount.

• Work effectively with new professionals who are learning their role as well as folks who are seasoned experts in their fields. This person must be able to approach their work as an educator and representative of the needs of residential students.

• Present budget and fiscal information to diverse audiences including college administration, principle investigators, and School budget, research administration, and fiscal staff.

• Discuss fund status with regard to amount of funds in the departmental accounts with various stakeholders that are within and outside of the department.

• Respond to request for analytical fiscal studies and analyses solicited by the Director and Associate Director for Residence Life.