



POSITION DESCRIPTION

Department:	University Housing
Classification Title:	Administrator II
Working Title:	Director of Administrative Services & Strategy
FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt
Incumbent:	

Position Summary

University Housing (UH), a unit within the Division of Student Affairs, consists of Facilities Operations, Housing Administration, Diversity and Inclusion, and Residential Student Experience. University Housing provides a premier living and learning experience for over 8,800 students in residence hall and apartment-style communities. University Housing’s mission is to create a diverse and engaging experience that inspires all residents to Learn by Living.

The incumbent in this position is a member of the University Housing team. In conjunction with the AVP, Executive Director, Sr. Directors and other managers, staff, and students, this position assists in carrying out the mission and philosophy of University Housing and is responsible for supporting and contributing to a positive atmosphere that facilitates respect, inclusion, and collaboration.

Under the general direction of the Executive Director of University Housing, the Director of University Housing Administrative Services and Strategy has direct responsibility for Housing Assignments, Outreach and Communications, special events and strategic initiatives within University Housing.

The Director of Administrative Services and Strategy serves as an active member of the University Housing Senior Leadership and Housing Leadership Teams and maintains overall responsibility for the leadership and management of a comprehensive University Housing Administrative operations program including assignment/licensing, outreach and communications, and directing all of University Housing’s activities for business operations including client relations, support services program and strategic initiatives.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions

Daily

90%

1. Manage and provide leadership to Assignment & Administrative Services, Outreach and Communications and Strategic Initiatives units to achieve objectives and goals.
2. Manage staff including training, task assignment and monitoring, performance evaluation, coaching and timely communication with appropriate supervisor regarding overall performance.
3. Lead the special events and move-in/move-out programs, including supervision of UH special events staff.
4. Develop performance goals, manage accountability, direct work assignments, provide vision and guidance and monitor organizational goals and resource management for all business functions in support of the University Housing Department necessary for the development and planning of the on-campus housing programs and projects.

5. Interpret CSU and state policy and develop, communicate, and implement departmental policy and procedures relative to all business practices for University Housing.
6. Collaborate with staff to identify and define problems associated with the day-to-day administrative operations; lead process improvement initiatives to develop and implement effective solutions, and appropriately respond to new and different situations.
7. Lead University Housing Future Operations Committee to provide guidance and recommendations based on impacts of growth, substantive changes in programs, budgets or personnel. Evaluate and update plans, goals, and procedures as needed.
8. Provide strategic input on the utilization, assessment, acquisition, and implementation strategies of technology and tools related to business process management.
9. Lead the strategic planning effort for University Housing; align the department's strategic plan with the divisional and university strategic plans and oversee program review.
10. Manage all assessment functions, and the staff dedicated to that function.
11. In collaboration with unit managers, develop and oversee the operating budget for your units.
12. Lead and provide data analysis and business intelligence to for occupancy trends, targets, and projection data for contribution to the fiscal decision-making process.
13. Approve deferment of housing fees, keeping within legal parameters as outlined within Title 5 regulations after Assignment & Administrative Services review.
14. Provide managerial oversight on housing resident licensing matters. Provide strategic leadership and operationalize MOUs and agreements between Housing and other campus entities.
15. On behalf of University Housing, approve all administrative information, materials, media responses, emails, processes, etc., displayed/provided to students, parents/supporters, faculty/staff, etc developed by the Outreach and Communication and the Assignments team.
16. Oversee the response to complex communications and escalated feedback or complaints regarding University Housing, including advising senior leadership on media and other public relations inquiries.
17. Serve as the University Housing contact for campus IT. Assure UH effective access to and use of ITS resources. Establish service benchmarks and assure service is meeting desired goals.

Related Job Functions

As Needed

10%

1. Perform other job-related duties and special projects as assigned
2. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions
3. Serve as a member of the Student Affairs Division's Leadership Team.
4. Actively participate in diversity, equity, and inclusion trainings from the department and university
5. Represent the University and/or the Department through participation on university committees/non-campus groups.
6. Continually develop leadership skills by seeking professional development opportunities and feedback on supervision style, leadership approach, and outcomes related to staff development, morale, and overall success.

Required Education, Experience, and Credentials

Education and Experience:

- Bachelor's degree in business or related field and five (5) years of progressively responsible experience in business administrative management. Additional qualifying experience may be substituted for the degree requirement on a year for year basis.

Licenses, Certificates, Credentials: n/a

Required Skills, Knowledge, and Abilities

1. Strong leadership skills to oversee and manage teams effectively, set goals, and ensure efficient operations within the department.
2. Extensive and comprehensive knowledge of and ability to independently interpret, communicate and apply Department and University policies and procedures in support of the operation of the Department. Ability to adapt to organizational, procedural, policy and technological changes.
3. Demonstrated customer service skill requiring a very high level of diplomacy and professionalism.
4. Demonstrated ability in successfully managing and mentoring staff, delegating tasks effectively, fostering teamwork, and resolving conflicts within the team.
5. Excellent communication skills to interact with diverse stakeholders, including students, staff, faculty, and external partners. This includes written, verbal, and interpersonal skills.
6. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
7. Ability to understand the needs of students, implementing programs for their support, and fostering a positive living/learning environment within University Housing.
8. Ability to develop and execute strategic plans aligning with the department's goals and university objectives.
9. Demonstrated skill in organizing, planning, and executing special events or projects, including budget management, logistics, and coordination.
10. Ability to develop assessment strategies, collect data, analyze outcomes, and use findings to improve departmental operations and student experiences.
11. Ability to lead cross-functional teams, facilitate brainstorming sessions, and foster a collaborative environment for process improvement initiatives.
12. Ability to carry out very complex assignments without detailed instructions
13. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
14. Excellent computer skills and proficiency with a variety of computer applications including word processing, spreadsheets, databases, online systems, Internet as well as online calendaring and email.
15. Thorough knowledge of English grammar, spelling, and punctuation.
16. Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
17. Ability to make independent decisions when advising managers and employees.
18. Demonstrated ability to maintain a high degree of confidentiality.
19. Ability to demonstrate a commitment to justice, equity, diversity, and inclusion.
20. Demonstrated ability to maintain a high quality of/standards of work, leadership, ethics, commitment and professional responsibility and judgement.

Preferred Skills and Experience

- Previous experience in a university setting and working with college students.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

- Master’s degree in business, public administration, higher education, student affairs, or a related field.
- Knowledge of CSU policies, state statutes, and regulations.
- Knowledge of housing software, housing application and assignment processes.
- Working knowledge of Microsoft Office software (Word, Excel, Outlook, PowerPoint, Project), database applications (PeopleSoft and StarRez).

Special Conditions

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- Ability to respond to University Housing crisis situations after normal working hours (24 hours a day/7 days a week).
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position is a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.
- Full-time MPP employees are required to disclose outside employment at time of hire or within 30 days of taking additional outside employment subsequent to time of hire.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

INCUMBENT: I have read this position description and understand its contents.

INCUMBENT NAME	SIGNATURE	DATE
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SUPERVISOR: I certify that all statements on this form are complete and accurate.

Juliette Duke, Sr. Director – University Housing

IMMEDIATE SUPERVISOR NAME AND TITLE	SIGNATURE	DATE
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DEPARTMENT HEAD: I certify that all statements on this form are complete and accurate.

Jo Campbell, AVP Student Affairs

DEPARTMENT HEAD NAME AND TITLE	SIGNATURE	DATE
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HUMAN RESOURCES USE ONLY

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: Administrator II
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 3312
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: M80
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: S-07-4
<input type="checkbox"/> COI Position		Classifier Initials: AT
Recruitment Number: _____		Date: 5/3/2024