

Assistant Director for Occupancy Management
Old Dominion University

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Posted Apr. 8, 2024, set to expire Oct. 31, 2024

Job Title	Assistant Director for Occupancy Management
Department	STUDENT HOUSING
Institution	Old Dominion University Norfolk, Virginia
Date Posted	Apr. 8, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director
Academic Field(s)	Residential Life
Job Website	https://jobs.odu.edu/postings/20693

Apply By Email

Job Description

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Reporting to the Director for Business Operations and serving as a mid-level professional in Housing & Residence Life, the Assistant Director for Occupancy Management is responsible for coordinating and administering all functions related to the day-to-day operation of the processing of housing applications, contracts, assignments, room changes and administrative issues related to residential building occupancy. In conjunction with the Director, this position manages petitions, room changes, move ins, no shows, evictions, conduct, academic suspensions, summer turnover, cancellations and appeals and will produce reports based on occupancy. Additionally, the Assistant Director will work with the fiscal team to ensure validity of room rates and work with a wide variety of campus offices to provide support services to the recruitment and retention of on-campus students; addresses individual student and parent problems; and enforces policies, procedures, and regulations. This position serves as a primary problem solver in day-to-day student and family concerns related to occupancy and will

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work in collaboration with departmental teams to ensure housing information is accurate and visible to students and parents. Perform other duties as assigned.

Type of Recruitment

Knowledge, skills and abilities

- Working knowledge of student housing management systems, such as StarRez or similar.
- Working knowledge of student conduct systems, such as Maxient or similar.
- Working knowledge of student card center systems, such as CS Gold or similar.
- Working knowledge of Banner.
- Sound judgement, analytical skills.
- Demonstrated ability to manage multiple projects.
- Attention to detail with a high degree of accuracy.
- Ability to envision and implement change.
- Ability to meet deadlines.
- Ability to understand collection, documentation and charges related to assignment processes.
- Ability to work in a fast-paced environment with culturally diverse students, while delivering excellent customer service at all times
- Ability to work well with staff, university administrators, and external constituencies including parents.

Special licenses, registration or certification

N/A

Education or training

N/A

Level and type of experience

Considerable administrative experience to include standard organizational processes used in a professional setting (such as electronic file keeping, document retention, etc.).

Considerable experience in coordinating administrative functions and managing multiple priorities.

Considerable experience in applying organizational and communication skills within a comparable organization, not-for-profit, or corporate setting.

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Additional Considerations (supplemental knowledge, skills, abilities, education, experience, licensure, certification)

- General knowledge of data processing principles.
- Progressive professional experience in staff supervision, staff training, and administrative processes.
- Comprehensive experience in coordinating administrative functions and managing multiple priorities.
- Considerable work experience in housing/residence life program within higher education setting.

Conditions of Employment

Given the nature of the positions in Student Engagement & Enrollment Services that provide support to student services and/or student-centered programs, the employee occupying this position may be required to work during a university closing as directed by his or her supervisor. These instances may include working from a remote location (i.e. telework, etc.).

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact