

Area Coordinator for Housing Facilities, Services, and Staffing

Division of Student Affairs and Student Success / Henderson Housing and Community Standards

Summary

The selected candidate will supervise a residential area consisting of multiple residence halls and/or apartment properties ranging from 350-750 residents. They will directly and/or indirectly supervise 6 to 22 Resident Assistants and other student staff as well as 1 to 3 Graduate Assistant Hall Directors. The selected candidate will be able to perform all related duties to provide coverage within the Department of Housing and Community Standards. This is a live-in position with a 12 month appointment.

Reports to Assistant Vice President for Henderson Housing, Community Standards, and Division Strategy

Duties and Responsibilities

- Manage daily operations to ensure a positive, healthy and safe living learning environment which supports the campus educational environment.
- Provide crisis management and facilities operations to the designated area and campus.
- Enhance the campus environment and support campus retention efforts by providing leadership and supervision for all housing operations functions in the department.
- Maintain housing records in StarRez and Jenzabar databases.
- Serve as the primary liaison to Enrollment Management to predict and arrange housing needs for incoming students.
- Develop, market, and administer housing selection and assignment processes for returning students and incoming students.
- Develop and manage room change processes.
- Collaborate with IT and the Business Office to ensure accuracy of housing and dining records and resolve billing disputes.
- Implement and maintain training programs for all Housing staff to ensure proper use of the housing management databases.
- Develop and maintain reporting on occupancy, applications, and assignments processes.
- Supervise the apartment properties and develop policies and procedures specific to the needs of residents at those properties.
- Address student conduct issues within the designated area and collaborate with the Director Community Standards on education and prevention efforts.
- Lead all aspects of summer housing, including summer camps.
- Select, train, and schedule all front desk workers in the residence halls. Collaborate with Hall Directors for each hall to supervise and evaluate all front desk workers.
- Select, train, schedule, and supervise Reddie Rides drivers. Oversee the entire Reddie Rides operation, including regularly inspecting and arranging for maintenance of Reddie Rides carts.
- Collaborate with the Area Coordinator for Facilities, Services, and Staffing to coordinate training and selection efforts for all student workers.
- Contribute to a campus climate that fosters student learning and development as well as a vibrant sense of community.
- Counsel, advise, and serve as an advocate for residents through development of responsive relationships with residents.

- Participate in University activities, projects, and committees that will foster personal and professional development and promote the institution's strategic priorities.
- Participate in an on call duty rotation for campus.
- Provide customer service to residents and support departmental operations by working assigned hours in the central Housing and Community Standards office.
- Other duties as assigned.

Qualifications

Henderson State University is an Equal Opportunity/Affirmative Action Employer with a significant commitment to the achievement of excellence and diversity among its faculty, staff, and students. In pursuit of this commitment, candidates will possess: A Master's degree with prior experience in housing or residence Life. A successful candidate will possess the ability to communicate effectively, both orally and in writing; maintain accurate records and prepare necessary reports; cultivate and maintain effective working relationships with other staff, the campus community, and special interest groups; and operate a variety of office equipment, including personal computers and software. Experience using housing assignment software is required; experience with StarRez is strongly preferred. Henderson State University is particularly interested in candidates who have experience working with students from diverse backgrounds and have demonstrated a commitment to outstanding customer service.

University

Henderson State University is located in Arkadelphia, Arkansas, a charming, family-centered community of 11,000 residents situated one hour south of Little Rock, Arkansas on Interstate 30. Nestled in the foothills of the Ouachita Mountains, the community is home to two universities, a strong public school system, a thriving medical community, two recreational rivers, the iconic Lake DeGray, and is approximately 30 miles from historic Hot Springs National Park, one of the great American treasures. Please visit www.hsu.edu, www.arkadelphiaalliance.com, or www.arkadelphiaschools.org for more information about Henderson State University and our community.

Application

Please email a cover letter, resume, and contact information for 3 references to Ricki Rebolgar at rebollr@hsu.edu.

Review of applications will begin on February 3, 2020, and continue until the position is filled. The final applicant for this position will be required to submit to a background screening including a criminal background check pursuant to university policy. The applicant will also be required to provide official transcripts to Human Resources. Under the provisions of the Arkansas Freedom of Information Act, applications are subject to public inspection upon written request.