



**WAYNE STATE**  
UNIVERSITY

**DATE: 2/2/2021**

<b>TITLE: Assignment Coordinator</b>		
<b>HUMAN RESOURCES USE ONLY:</b>	<b>SALARY TABLE: AP</b>	<b>CLASS CODE: PE388</b>
<b>UNION: P&amp;A Local 1979, U.A.W.</b>	<b>SALARY GRADE: 12</b>	<b>EEO CODE: 30</b>
<b>JOB GROUPING: None</b>	<b>FLSA: Exempt</b>	<b>EMPLOYEE CLASS: PE</b>

**POSITION PURPOSE**

Coordinate and evaluate University student housing applications and contracts; manage occupancy; assign residential space to qualified students; perform follow-up on billing and collections; maintain descriptive and utilization records and produce related reports for the Office of Housing and Residential Life facilities. Serve as the main contact for students/parents/guests related to housing assignment, billing, and contract inquiries. Work in coordination and collaboration with other assignment coordinator(s). The position reports to the Director of Housing Operations and has functional supervision of student staff; serves as a member of the housing & dining operations and finance team; and assist with a variety of administrative and coordinative matters.

<b>Essential Job Functions</b>	<b>% Time</b>
Coordinate housing applications and assignments, including student room selection processes, billing, marketing and recruitment efforts, and cancellation requests. Review, process and evaluate student housing applications for eligibility, priority and housing type. Make assignments and provide notification based on applicant eligibility and preferences, established priorities and availability. Process summer housing applications, assignments, billings and notification processes.	40%
Apply room/board and other charges to student accounts as appropriate. Analyze student accounts to assist parents and students in determining all viable options for paying room and board fees. Monitor and collect on current accounts receivable through phone calls and letters. Solve account problems dealing with resident account status. Coordinate with other housing and dining staff regarding evictions process and student eligibility related to living on campus. Follow up with students who have not paid their bill/rent and determine appropriate action to take, including preparation of non-payment cases and appropriate legal follow-up.	20%
Maintain data and records. Prepare regular reports of housing applications, space utilization, building occupancy, financial occupancy, and assignment activity and update floor charts and related records. Record and make appropriate changes to assignments and related data using computerized methods.	15%
Assist and coordinate with Community Directors on various housing matters including; occupancy audits, registration checks, and cancellations/appeals. Assist with roommate concerns, oversee and coordinate room/meal plan change processes. Explain housing policies, procedures, facilities and availability of space to students, parents and staff. Assess and make recommendations for policy, procedures and systems improvements and updates.	10%

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.

Assist and represent the Office of Housing & Residential Life at marketing events, including but not limited to; orientation, campus preview days, and tours. Provide information and services to customers. Explain payment policies and housing assignment procedures to students, parents, faculty and staff. Promote the housing facilities, food venues and plans, to maximize revenue generation. Coordinate and work closely with other University units such as Admissions, Registrar, Student Accounts Receivable, Cashier's Office, and Financial Aid. Serve on University wide and department task forces, committees, and meetings as assigned.	5%
Administer meal plan processes including; billing, exemptions, and meal plan access. Work closely with One Card and WSU Dining staff regarding meal plans.	5%
Other duties as assigned.	5 %

## **MINIMUM QUALIFICATIONS**

### **Education:**

Bachelor's degree or equivalent experience. Degree in business administration, accounting/finance or general management. Master's degree in business administration or higher education administration preferred.

### **Years of Experience Required:**

Minimum two (2) years of experience in a college or university housing organization or equivalent experience. Three (3) to five (5) years of experience in a college or university housing organization preferred. Demonstrated experience serving successfully in an administrative and/or coordinator role.

Effective interpersonal and customer service skills, written and oral. Ability to handle pressure situations, including dealing with sensitive and confidential human relations situations. General knowledge of marketing concepts and applications. Knowledge of basic accounting, including invoicing and billing, cash handling, and collections methods and processes. Ability to tabulate data, perform primary analyses, and successfully explain/teach information to others. Manage complex processes and see through to completion. Proficient in the use of Microsoft Office tools, i.e. Excel and SharePoint. Ability to learn and apply Banner, Adirondack Solutions - The Housing Director, and other related computer program/application skills. Ability to prepare and present special projects with little or no supervision /oversight. Ability to meet deadlines. Ability to work within a fast pace environment and adjust to needed tasks.

## **WORKING CONDITIONS**

Office setting. Fast-paced environment with various tasks and responsibilities to be completed daily. Occasional evening and weekend hours for special events and student moving in/out periods.

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