



ISSUED: 2/24/2021

TITLE: Area Administrative Coordinator	SALARY TABLE: AP	CLASS CODE: PN377
UNION: P&A Local 1979, U.A.W	SALARY GRADE: 9	EEO CODE: 30
JOB GROUPING: None	FLSA: Non-Exempt	EMPLOYEE CLASS: PN

POSITION PURPOSE

Oversee residence hall and apartment front desk activities. Responsible for the creation, management and maintenance of resident information, documents and files, including key and access management. Serve as main contact for students, parents, and guests in relation to housing resources, key/access management, guest/package management, damage billing, and work orders. Work in coordination and collaboration with other staff and Community Director(s). Serve as a member of the housing and dining operations and finance team. Report to Director of Housing Operations.

Essential Job Functions	% Time
Oversee front desk activities to include providing information and resources to students and guests. Answer questions and resolve issues. Provide functional supervision to Student Desk Assistants. Coordinate Desk Assistant schedules. Review and correct student timesheets and exception reports. Assist with the accurate and timely payment of student staff. Manage the guests and package log system. Assist with housing, facility, and student emergency response.	25%
Create, prepare, manage, and monitor resident confidential documents and electronic files including door and other key records, move in/out forms and other housing documents. Upload and conduct audits of documents in The Housing Director (THD). Provide recommendations for process improvements.	20%
Oversee and manage weekly occupancy audits and key access for housing residents. Review key access for student rooms and communicate with OneCard if there are electronic key or access issues. Assist and coordinate duties with Community Directors including development and distribution of area-wide housing communication. Monitor follow up of resident information and access.	15%
Assist with the preparation and inspection of rooms for resident move in/out, summer interns, camps and conferences move in/out. Prepare and coordinate check in/out processes and documents for the front desk. Review and verify that check in/out documents have been completed.	15%
Oversee the work order submission process and provide followup information to resident work order inquires. Coordinate with housing facilities to receive updates on room cleaning or work order status.	10%
Organize and prepare damage billing charges for residents. Process, bill, and communicate to residents damage charges in The Housing Director (THD). Resolve discrepancies. Manage the damage appeal process.	5%
Coordinate with Community Director and supervisor to prepare and send building-wide communications to residents with information regarding housing assignment processes, deadlines, programming, policies, and facility concerns.	5%
Other duties as assigned.	5%

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.

MINIMUM QUALIFICATIONS

Education:

Bachelor's degree or equivalent education and experience.

Years of Experience Required:

Minimum 2 year of experience in a college or university housing organization or equivalent experience.

Three (3) to five (5) years preferred. Demonstrated experience serving successfully in an administrative role.

WORKING CONDITIONS

This position will work within an office setting with occasional walking required. The office setting will be in several different locations within campus housing buildings. The person in this position will need to transition from different offices throughout the week. Fast-paced environment with various tasks and responsibilities to be completed daily. Occasional evening and weekend hours for housing special events, move in/out periods.

ADDITIONAL COMMENTS

General knowledge of housing and housing processes. Good communication skills. Ability to handle multiple tasks with interruptions and perform work tasks systematically, consistently, and with close attention to detail. Ability to develop reports. Effective interpersonal and customer service skills. Ability to work under pressure and in a fast paced environment. Ability to review and verify data in hard copy or electronic format. Proficient in the use of Microsoft Office tools, especially Excel and Sharepoint. Ability to learn and apply Banner, Adirondack, The Housing Director, and related computer program/application skills.