

NOTICE OF VACANCY

Position Title: Housing Operations Director

SALARY: Contingent upon experience

REPORTS TO: Dean of Students

BENEFITS: Institutional fringe package includes health, dental, & vision coverage, life insurance, FSA, and retirement plans.

POSITION DETAILS: Exempt; Full-time

HOURS: Typically, Monday-Friday; 8:00AM to 5:00PM; Must be willing to work nontraditional office hours, late nights and weekends and to vary work hours to fit with institutional and programming needs.

START DATE: ASAP

SUPERVISORY DUTIES: Will supervise full-time staff and student employees.

POSITION SUMMARY: Charged with shaping the environment and experiences of university students, this role oversees services and programs which focus on learning outcomes connected to wellbeing, personal development, and community impact. The Housing Operations Director is responsible for providing guidance, direction, and support for the overall mission, vision, and goals of Student Affairs at the University of Science and Arts of Oklahoma. The Director provides direction and leadership for the department's training, development, and recruitment initiatives. Directly supervising multiple full time Residence Life Coordinators for Training, Development, and Recruitment.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Provide direct/indirect supervision, guidance, development, and support of the professional staff and Resident Advisors.
- Budget Management; Development & Projections
- Housing Renovations/New Build Oversight
- Serve as the primary architect of training programs for all levels of staff that enhance the delivery of services to on campus residents and compliment the priorities of the Division Enrollment Management and Student Life.
- Serve as the primary recruiter for all residence life/ student life positions.
- Assuming a proactive role in enhancing the student experience by personally resolving complex or sensitive concerns, questions, and requests, and addressing chronic resident noncompliance with community policies with appropriate university resources as applicable.

- Ensure proper management of department records and prepare a variety of reports related to Residential Life and maintain data bases and files (EREZlife, student immunization and health records).
- Provide outreach and follow up on mental health issues with referrals to appropriate campus resources.
- Serve as a member of the campus CARES intervention team.
- Serves as an administrative hearing officer to address residential behavioral concerns.
- Provide basic support in matters related to student safety, conflict resolution, roommate conflicts, academic success, etc.
- Reporting on all relevant residence life metrics. Creating and monitoring committee projects and providing assessment reports and/or documentation for each project assigned.
- Collaborating as a member of the departmental leadership team on goal setting, strategic planning, assessment, evaluation, and policy development. Administrative duties including policy and budget. Will execute creative strategic initiatives that will have a measurable impact on student retention. Will be responsible for assisting in communication initiatives to residents and families, as directed.
- Ensuring quality student services and programs that support the mission and goals of USAO Student and Residence Life and the Division of Enrollment Management and Student Life.
- Providing on-call/emergency support.
- To implement, coordinate, manage, and evaluate multiple projects over varied time periods.
- Coordinate with appropriate staff to develop long and short-term residential facility maintenance plans.
- Under the general direction of the Dean of Students, the Director is expected to exercise a high level of independent work.
- Maintain a presence and visibility on campus, including participation in events.
- Manages special events such as Student Service Programs, campus traditions, and large campus events such as Family Day, Awards Programs, and Drover Difference Day.
- Develop, demonstrate, and promote cultural awareness and contribute to cultivating an inclusive, diverse, and respectful acknowledgement.
- Process housing requests and billing in a timely manner.
- Generate ID cards and assist with maintaining the Drover Card System
- Management of the university mail room and parcel locker system to include receiving and sorting mail.
- Assist with compliance training for students (Alcohol, Title IX, etc.)
- Perform other duties as assigned.

SKILLS & ABILITIES:

- Experience planning training schedules
- Experience creating learning outcomes
- Experience performing evaluation and assessment of training initiatives
- Demonstrated knowledge of student success strategies
- Demonstrated ability to professionally interact and relate to individuals with diverse backgrounds, including the ability to effectively resolve complex or sensitive matters

- Proven ability to lead a team, including proven success coaching team members to improve performance, and training team members on advancing student learning
- Demonstrated ability to organize individual and teams to ensure operations are highly productive and meet or exceed business goals and the university's mission
- Computer proficiency, including working knowledge of word processing, spreadsheets, and database software

REQUIRED QUALIFICATIONS, EDUCATION & EXPERIENCE:

Bachelor's Degree, **AND:**

- 24 months related experience

Valid Driver's License: Employees who drive any university vehicle or their own personal vehicle while performing an assigned duty by his/her supervisor must have a valid driver's license. It is the employee's responsibility to tell his/her supervisor if the license is invalid, or that you do not have one, and explain they cannot drive.

PREFERRED QUALIFICATIONS, EDUCATION & EXPERIENCE:

- Master's Degree in Adult and Higher Education, Human Resources, Social Work, or related
- Progressive experience in Residence Life development/management/supervision
- 18-36 months of professional experience in Residence Life or student housing operations management.
- 12 or more months experience supervising full-time staff, training, developing staff, and assessing educational programs.
- Knowledge of housing software (EREZlife) and All Voices software, or similar tools, preferred.

PHYSICAL DEMANDS:

- Listen and communicate effectively
- Regular pressure to meet productivity standards
- Must be 18 years or older.
- Frequent and repetitive arm and wrist movement.
- As essential personnel you may be required to work during emergency University closings. Nights and weekends may apply.
- Must have the ability to sustain a welcoming and safe environment that is conducive to the social and academic development of all students.
- Must be able to respond to campus within 30 mins while on duty.

TO APPLY:

Complete the USAO application at (<https://usao.edu/about/personnel.html>). When completing the USAO application, please attach a letter of interest, detailed resume, 3 professional/academic references, and any necessary transcripts.

ABOUT USAO: The University of Science and Arts of Oklahoma (USAO) is a public liberal arts college located in Chickasha, Oklahoma, about 40 minutes from Oklahoma City, and is a member of the Council of Public Liberal Arts Colleges (COPLAC). It is charged by the Oklahoma State Regents for Higher Education “to provide an outstanding general education program for the State of Oklahoma with strong offerings in the liberal arts and sciences. The experience will feature interdisciplinary team-teaching and will extend throughout the undergraduate experience.” To support this charge USAO is directed “to assemble a faculty whose interests, knowledge, and experiences transcend their specialized fields of graduate study and who are dedicated to liberal arts education.” For more information about USAO, see www.usao.edu.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

This institution, in compliance with Titles VI and VII of the Civil Rights Act of 1964, Executive Order 11246 as amended, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and other federal laws and regulations, does not discriminate on the basis of race, color, national origin, sex, age, religion, disability, or status as a veteran in any of its policies, practices, or procedures. This includes, but is not limited to, admissions, employment, financial aid, and educational services.

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.