



## POSITION ANNOUNCEMENT

**Job Title:** Housing Coordinator  
**Department:** Student Affairs  
**Reports To:** Director of Residence Life  
**Shift/Hours:** 40 hours per week  
**Date Prepared:** September 21, 2020

### SUMMARY

This position is responsible for assisting the Director of Residence Life in the planning, administration, and assessment of the housing program and general on-campus occupancy management. Promotes positive relationship building and provides on- and off-campus living information, services and educational programs that benefit the student body, families, the university, and surrounding communities.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assists with on-campus housing related events and processes such as housing selection and assignments, cancellations, room changes, waitlists, and meal planning for the on-campus housing program.
2. Utilizes the University data system and the occupancy management system for managing on and off-campus housing related information. Also provides detailed occupancy reports, assignments, key management, bill coding, cancellation trends, and historical data as requested.
3. Maintains the Residence Life web pages and ensures information is accurate and up-to-date. Manages web and social media presence to market and promote Residence Life, housing, and related events, activities, and information.
4. Receives, researches, and responds to daily, routine, and complex inquiries received via phone and email from students, parent's/family members, and campus partners in order to provide or clarify information about on-campus housing services, options, programs, policies, or procedures. Assists with mass and personalized communications about housing information to students and parent's/family members including but not limited to phone calls and emails.
5. Collaborates with multiple university departments (including but not limited to public safety, facilities management, disability resources) to coordinate services to all student populations. Oversees regular Residence Hall Operations meetings with various university departments to promote excellent service to students.
6. Promotes on-campus living at all University-wide events such as open houses, orientations, and graduation.
7. Provides oversight for front desk operations including key management, mail, desk staffing and personnel issues, and electronic card access.
8. Serves on an on-call duty rotation. Contacts and communicates with appropriate personnel as necessary.
9. Other duties as assigned.

**QUALIFICATIONS** The above statements reflect the general responsibilities of the position and should not be construed as a detailed description of all the work requirements that may be inherent in this position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION AND EXPERIENCE:** Bachelor's degree required, Master's degree preferred. Prior experience in housing, residence life or apartment management. Ability to plan, organize, set priorities, implement, evaluate programs and services, work independently, and maintain confidentiality of student information. Must have the ability to travel throughout the Livonia community to visit off-campus locations and attend community events. Ability to operate in a friendly, positive and professional manner to achieve customer satisfaction. Strong interpersonal, customer service, oral and written communication skills. Working knowledge of Microsoft Office.

This position requires the individual to live on campus in the Residence Hall and be available at any time of day or night for problem-solving and emergencies; and must be able to cover hours Residence Life staff who may be unable to work due to illness or vacation. This position will have some evening and weekend hours as needed.

**TO APPLY** Please complete the application on our website at [madonna.edu](http://madonna.edu). Please send a letter of intent reflecting the above responsibilities and qualifications and a resume to [hr@madonna.edu](mailto:hr@madonna.edu). Current employees must complete the internal application on MY Portal >Employee Resources.

**MADONNA UNIVERSITY** A Catholic institution founded by the Felician Sisters, and guided by the values of St. Francis. Candidates must be committed to excellence in teaching, scholarship, and service, and support the Mission of the University. We are an equal opportunity employer committed to a culturally diverse workforce. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability. Candidates must be legally authorized to work in the United States. Verification of employment eligibility will be required at the time of hire. Thank you for your interest in employment opportunities at Madonna University.