

POSITION ANNOUNCEMENT
Madonna University

Job Title: **Residence Life Manager**
Department: Student Affairs
Reports To: AVP for Student Affairs, Dean of Students and 504 Coordinator

SUMMARY

This position is responsible for managing the administration 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. Manages 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. Assesses occupancy needs on a per-building and program-wide basis and determines room availability for various departmental assignment needs.
2. Utilizes the University data system (currently Jenzabar) and the occupancy management system (currently The Housing Director system by Adirondack) for managing on and off-campus housing related information during the academic year as well as during semester breaks and summer camps/conferences. Includes providing detailed occupancy reports, assignments, key management, bill coding, cancellation trends, and historical data as requested.
3. Maintains the Residence Life web pages on Madonna website 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. Manages departmental communications received via multiple mediums such as phone and email from students, parents/family members, and campus partners in order to provide or clarify information about on-campus housing services, options, programs, policies, or procedures. Drafts and disseminates mass and personalized communications about housing information to multiple stakeholders.
5. Collaborates with multiple university departments (including but not limited to Campus Safety, Facilities Management, and Counseling and Disability Resources) to coordinate services to all student populations such as new and returning students, in and out-of-state students, international students, graduate students, students requiring accommodations, conduct-referred students, and commuter students pursuing campus housing opportunities. 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. Responsible for direct supervision, including all aspects of the hiring and onboarding process, for over 20 resident assistants and over 20 student front desk workers.
8. Serves on an on-call duty rotation. Contacts and communicates with appropriate personnel as necessary.
9. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, hiring, training, and mentoring; planning, assigning and directing work of employees and/or student workers; addressing complaints and resolving problems.

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. This position requires the individual to live on campus and be available for on-call, holidays, evening and weekend work when needed.

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.

TO APPLY:

Current employees: Complete the internal application on **MY Portal >Employee Resources>Human Resources**

External candidates:

- 1) Complete the **application on our website Madonna.edu>Employment>APPLY NOW**
- 2) Email and attach a **letter of intent** and **resume/CV** to **hr@madonna.edu**

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.