

Housing Assignments Manager

Residential Life, Trinity University



About the role

The Housing Assignments manager oversees all housing assignments room change processes to ensure accurate placement. this role oversees the housing lifecycle from application through assignment, ensuring optimal occupancy and a seamless student experience. Directs room reservation process for returning students, assigns new, first year , and transfer students. Manages online student housing portal system. Analyzes and facilitates solutions regarding all housing assignment questions. Analyzes and maintains occupancy records in futherance of meeting the established target occupancy rate. Forecasts housing occupancy numbers for institutional budget planning purposes.

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Responsibilities

- **Coordinates and facilitates all aspects of first-year, transfer, returning, and summer student housing assignments, including initial placements, waitlists, and room changes.**
 - Directs the room reservation process for returning students. Provides clear instructions and accurate communication to all students regarding timelines, housing options, and requirements.
 - Serves as the primary point of contact for Student Accessibility Services. Oversees the assignment process and resource allocation for all housing accommodations.
- **Serves as primary administrator for StarRez.**
 - Configures housing application workflows, assignment processes, and reporting tools.
 - Ensures system configurations align with operational goals and assignment strategies.
 - Serves as primary point of contact with Financial Services. Uploads and manages data for student room charges and meal plans. Responsible for ensuring all data uploads occur in a timely and accurate manner.
- **Develops, maintains, and communicates occupancy records, reports, and billing.**
 - Prepares detailed reports, including the Residence Hall Occupancy report, that are consumed by the Vice President for Finance and Administration, Student Affairs, and Enrollment Management.
 - Coordinates semester verification rosters to ensure all residency-required students are assigned and that all students with an assignment are registered for twelve credit hours.
 - Train staff on housing operations procedures (room changes, damage & billing processes).
- **Manages ongoing student housing assignment needs throughout the year.**
 - Communicates with students, families, and staff regarding housing assignments with care, compassion, and patience, and provides information on housing options and availability.
 - Manages all aspects of the Early Arrival, Winter Break, and Late Departure processes and associated billing.
 - Manages room change requests, cancellations, and ensures compliance with policies and procedures.

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Applications & Qualifications

Required Qualifications

- Knowledge of diverse student populations and the impact that diverse perspectives and identities have on housing needs.
- Bachelor's Degree from a four-year college or university.
- Four Years of Related Experience.
- Advanced knowledge of StarRez.
- Familiarity with ADA & Fair Housing Act compliance in a residence hall setting.
- Knowledge and practice of organizational and time management skills, including the ability to handle multiple assignments under pressure.
- Proficiency with Microsoft Office Suite and Google Suite, particularly Excel and Google Sheets.
- Excellent communication skills and ability to interact with students, parents, faculty, and staff.
- Ability to maintain confidentiality and handle sensitive material with a high degree of discretion, as well as abide by FERPA guidelines.
- Ability to interpret and follow complex oral and written instructions, as well as analyze information and make sound decisions.

Preferred Qualifications

- Masters Degree
- Previous experience working within a college student housing program or student life is strongly preferred.

Applications

Applications will be accepted on the Trinity University Human Resources website. The Search Committee will begin reviewing applications as they come in,

Requested application materials include a curriculum vitae or resume. Salary ranges from \$47,026.82-\$58,783.52. Please note that starting salaries are based on factors including internal equity, relevant experience, and education.

Application Link

https://trinity.wd1.myworkdayjobs.com/en-US/Trinity_University/details/Housing-Assignments-Manager_JR101640?jobFamilyGroup=d065843291d60102115a93e513540000