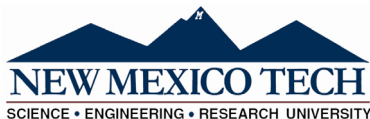


Posted: October 7, 2024



POSITION ANNOUNCEMENT

TITLE: MANAGER/HOUSING OPERATIONS

DEPT: RESIDENCE LIFE

REG

TEMP

FULL TIME

PART TIME

STARTING RATE or SALARY RANGE \$43,680-\$50,232

Employees being promoted to a higher classified position receive the minimum for the position or a pay rate adjustment of 8% whichever is greater.

All regular positions also entitle the employee to several benefits including health, dental, vision, life insurance, and retirement which is largely paid by New Mexico Tech for the employee and dependents.

INTERNAL POSTING THROUGH: Concurrent* CONSIDERATION WILL BE GIVEN FIRST TO TEMPORARY AND REGULAR TECH EMPLOYEES WHO APPLY WITHIN THE 7 DAY INTERNAL POSTING. APPLICATIONS RECEIVED AFTER THE 7 DAY POSTING MARGIN WILL BE CONSIDERED WITH OTHER OUTSIDE APPLICANTS.

JOB SUMMARY:

Manage the daily routines of the Residential Life Office. Serves as the office's primary telephone and e-mail receptionist and is available to answer general questions from students and parents. Publicizes important events and information to the Tech community and on-campus housing residents. Supervise student workers. Support the ADHO for all housing operations. Tasks include processing daily work orders for seven residence halls, following up on work orders' completion, ongoing maintenance issues, and tracking and updating room and meal plan reservations. Provide assessment support to the Assistant Director of Residential Education and provide budget support to the Director. This position will also be the point person for website upkeep and managing social media sites and posts.

JOBS FUNCTIONS:

- Assist the Assistant Director of Housing Operations with occupancy management.
- Responsible for billing of room damages, lock-out charges, utility charges, and key replacements.
- Assists in the generation of room & board application receipt emails as well as room assignment letters.
- Processes housing applications by reviewing eligibility and notifying applicants of their status.
- Issues keys, encodes key cards, orders replacements, and charges for lost keys.
- Monitors secure key usage by vendors and staff.
- Maintain the off-campus housing registry, which is provided to students and others as requested.
- Submits and maintains Facilities and Information Technology & Communications work order log.
- Notifies residents of expected entry and/or other interruptions for maintenance.
- Helps residents with standard requests such as door access renewal and verifying residency.
- Coordinate with Auxiliary Services and the department's maintenance liaison to promptly ensure work orders not serviced by Facilities Maintenance (blinds, screens, some appliance repairs, etc.) are attended to.
- Maintain an inventory of purchase dates and service request dates/results for every residential unit's appliances, furniture, and flooring.
- Oversee student workers in the front office
- Coordinate with Admission residence hall tours and showrooms (if available) 40%
- Create and update Residential Life publications.
- Maintains the Residence Life website, keeping Residential Life information current and accurate.
- Monitors and updates the department's social media pages.
- Assist the Assistant Director of Residential Education with Qualitative and Quantitative Assessment efforts.

- Distribute, collect, and organize survey data to further Strategic Plan and Accreditation assessment initiatives.
- Assist with conducting focus groups with on-campus students at least twice a semester. The focus group will be a qualitative assessment of various subjects. 20%
- Functions as liaison between Residential Life professional staff, Resident Assistants, students, and administrators.
- Direct visitors to appropriate locations and resources. Greets visitors, answers phones, and routes messages.
- Schedules appointments for Residential Life staff.
- Establishes, maintains, and safeguards confidential files and information for the Residential Life Office. Updates and maintains files for accuracy. Routes incoming mail. Distributes outgoing correspondence. Process daily mail (incoming and outgoing) and sign for packages.
- Purchases office supplies and equipment. Inventories supplies and maintains warranties on office equipment.
- Manages the office when all other Residential Life staff is absent.
- Attends training, runs errands, and gives tours as needed.
- Coordinates student tours as scheduled and requested.
- Provide support to Residence Life Coordinators, Assistant Directors, and Directors as needed.
- Oversees organization and cleanliness of the main office, the Resident Assistant Workroom, and the storage room. 10%
- Assist the Director with budget oversight.
- Pays invoices using purchase orders and direct payments.
- Maintains log of all invoices.
- Follows up on back orders and invoices.
- Makes sure proper purchasing procedures are followed.
- Monitor monthly accounting for correct billing
- Prepares special financial, occupancy, and assessment computer-generated reports for the Residential Life and staff. 15%
- Represent the Residential Life Office during Admissions and Orientation events as needed
- Responsible for one of the three RA committees in which student staff members participate. Manage their committee members to ensure they are executing their responsibilities to the committee.
- Other duties as assigned. 15%

REQUIRED QUALIFICATIONS:

Bachelor's Degree in any area of study. 5-7 years of work experience (Additional Education can be substituted for experience). or Associate's Degree (or 60 completed credits) and 7-plus years of experience. Knowledge of Microsoft Office, including Outlook, PowerPoint, Word, and Excel. Ability to communicate effectively with students, faculty, administrators, alumni, & the public. Commitment to a philosophy of quality customer service. Demonstrated ability to work effectively in a multi-cultural environment. Working knowledge of the Internet and Social Media. Ability to successfully complete the NMT Defensive Driving course.

DESIRED QUALIFICATIONS:

One year of office experience. Website management. Knowledge of assessment management practices. Budget monitoring.

LIFTING REQUIREMENTS:

(f)requently, (o)ccasionally, or (s)eldom

0 - 15 pounds	F
15 - 30 pounds	O
30 - 50 pounds	S
50 - 100 pounds	S

100 + pounds	S
--------------	---

PHYSICAL DEMANDS:

Standing 20%	Sitting 50%	Walking 5%	Pulling 5%
Pushing 5%	Lifting 5%	Stooping	Kneeling
Crawling	Climbing	Reaching 5%	Other

Apply to: nmtjobapps@npe.nmt.edu