

**Wright State University**  
**CLASSIFIED JOB SPECIFICATION**  
**Housing Operations Assistant**

**I. JOB INFORMATION**

**Job Title:** Housing Operations Assistant (CS 13)

**Job Class:** 61111

**FLSA Status:** Non-Exempt

**II. JOB SUMMARY**

Under general supervision provides administrative and clerical support for student related activities in Residence Life and Housing office.

**III. PRIMARY DUTIES AND RESPONSIBILITIES**

- Provides instructions to campus housing residents about proper check-in and check-out procedures and completes all related paperwork and data entry.
- Prepares and communicates plans for housing residents that move locations, including scheduling time for cleaning and servicing.
- Keeps detailed records and maintains audits of all keys and vacancies in the housing system.
- Performs data entry, sorting, notification and assist residents with returns for all campus housing students delivered packages.
- Coordinates the year-round guest housing program. Provides registration and payment instructions to individual guests; assigns rooms and performs all check-in/check-out functions. Prepares billings to individual guests and corporations. Collects and tracks security deposits and monitor bills for payments. Provides guest housing rosters and payment reports to department.
- Performs data entry for the maintenance requests. Takes phone calls concerning maintenance issues, troubleshoots problems with residents and dispatches maintenance staff to priority maintenance issues. Inspects rooms at check-out and determine maintenance and custodial issues and if applicable, bill exiting housing resident.
- Contact all housing residents with physical disabilities to perform room modification surveys. Determines which modifications should be performed, ensuring room is accessible for the physically disabled resident. Communicate with maintenance staff about the needed modifications.

*Note: This is not an inclusive list of duties and responsibilities.*

**IV. MINIMUM EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES**

A high-school diploma or GED and 1.5 year (FT) related work experience OR, two years of post-

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secondary education and six months (FT)of related work experience. Excellent verbal/communication skills. Ability to calculate basic math. Working knowledge and skills to utilize current office equipment and a variety of complex software packages. Ability to calculate basic math. Excellent customer service skills.

**V. WORKING CONDITIONS**

Typical office environment.

**VI. WSU TESTING/EXAMINATIONS REQUIRED**

Math. Word-Standard.

**VII. CERTIFICATIONS OR LICENSURE(S) REQUIRED\***

None

**VIII. JOB SERIES**

61100

*This specification is intended to illustrate the level of complexity and kinds of job duties that may be assigned to positions with this classification title, and should not be interpreted to describe all the duties that may be included in a job description.*