

Wright State University
CLASSIFIED JOB SPECIFICATION
Residence Operations Coordinator

I. JOB INFORMATION

Job Title: Residence Operations Coordinator (CS 14)

Job Class: 61111

FLSA Status: Non-Exempt

II. JOB SUMMARY

Under the direction of the Assistant Director for Information Systems, the Residence Operations Coordinator has oversight for all customer service functions of the residence life office, including, but not limited to: packages, key control for university-owned properties, conferences, and supervision of student staff. This role provides a wide array of moderately complex administrative support for student related activities in Residence Life.

The position requires considerable independent initiative and judgement and a high-level of problem-solving ability. It requires excellent coordination, administrative skills, and the ability to manage multiple tasks effectively and simultaneously while maintaining a high standard of work.

• PRIMARY DUTIES AND RESPONSIBILITIES

- Supervise 6-8 student workers at the front desk and service window in Residence Life. Hire, train, and evaluate student employees on the use of RMS database, package system, mail procedures, phone procedures, and check-in/check-out processes. Ensure that all the work being performed is accurate and timely. This role holds the ultimate accountability for all related paperwork and entered data. Apply university procedures and policies and make suggestions for improvements as appropriate. (30%)
- Manage the inventory of 600+ campus housing keys for Hamilton Hall & Forest Lane, including lock changes and key cutting; keep detailed records and maintain audits of all keys in the system. Troubleshoot any prowath (Student ID) and clicker issues pertaining to Hamilton Hall. Inventory supplies, clickers, swipe cards, and other items as needed for all check-in and check-out processes. Work directly with residents, staff, and contractors. Must demonstrate a strong customer service attitude for the office traffic. (30%)
- Supervision of summer conference workers and staffing for check-ins and check-outs. Create invoices based on floor charts/space utilization for each conference/camp; submits invoice to accountant for appropriate billing. (20%)
- Contact all housing residents with physical disabilities to perform room modification surveys. Collaborate closely with the Office of Disability Services and Physical Plant

- to ensure that all student rooms in Hamilton and Forest Lane are modified and ready for the student arrival to campus each turnover period. Manage Emotional Support Animal (ESA) process by collecting all relevant paperwork and approve or deny request; responsible for importing ESA documentation into RMS and necessary reporting. (10%)
- Support Assistant Director for Information Systems with Wright Path students living on campus with customer service-related questions and communication (5%)

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

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

Bachelor's degree and 1 year of related experience OR Associate degree and three years of full-time related work experience OR high school diploma and six years of full-time related work experience: experience leading a team; high level of interpersonal skills; excellent verbal/communication skills; experience in writing & editing; ability to calculate basic math; thorough knowledge and skills to utilize current office equipment and software systems.

V. WORKING CONDITIONS

Standard Work Hours are 9:30 am to 6 pm M-F. the office is open 8:30 am-7:00 pm. Occasional weekends will be worked to prepare for opening or closing the residence halls and apartments. Must be able to walk up and down stairs and handle packages weighing up to 50#.

VI. WSU TESTING/EXAMINATIONS REQUIRED

None

VII. CERTIFICATIONS OR LICENSURE(S) REQUIRED*

VIII. JOB SERIES

61111

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.