Job Posting

**Job Title:** Housing Operations Coordinator  
**Job Class:** Staff  
**Department:** Student Affairs-Residence Life  
**Reports to:** Assistant Director of Residence Life  
**FLSA status:** Full-time/non-exempt/12-month 37.5 hrs/wk

**To Apply:** Please email an [Otterbein Employment Application](mailto:hr.jobs@otterbein.edu), resume and cover letter to hr.jobs@otterbein.edu addressing this position in the subject; FAX 614-823-1511; or mail to Otterbein University, Human Resources, 1 South Grove Street, Westerville, OH 43081. Only submissions with a completed application will be reviewed.

For an Otterbein Employment Application or more information: Please visit [http://www.otterbein.edu/Careers](http://www.otterbein.edu/Careers)

**SUMMARY:** Responsible for performing a variety of secretarial, data entry, and clerical support duties for the Student Affairs Office by performing the following duties:

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

**Customer Service Responsibilities**
- Interpret housing information and be able to answer questions in person, via email and on the phone;
- Meet and/or communicate with students and/or parents regarding room changes, roommate issues and general housing, meal plan and damage billing issues;
- Maintain confidentiality and be sensitive to student and/or parent needs and concerns.

**Housing & Residence Life Responsibilities**
- Assist with all housing selection processes; participate in apartment and residence hall room selection events;
- Collect and process new and returning student housing information forms; follow-up with students regarding residency requirements of the University; maintain address information for all full-time undergraduate students.
- Assist with administration of break housing, room consolidation, opening, closing and early arrival housing processes;
- Process room assignments and changes;
- Update marketing materials for housing and residence life;
- Compile housing reports and GPA reports for the Vice President for Student Affairs and Dean of Students;
- Assist with the overall operation of residence life and housing operations;
- Coordinate summer and/or break cleaning schedules with custodial to allow for quick turnaround in residence halls.

**Computing/Data Entry Responsibilities**
- Maintain and update all housing, meal and damage billing information contained within the student information system (Banner);
- Maintain and update all student campus, local and emergency contact addresses and phone numbers within the student information system (Banner);
- Maintain accurate housing rosters and generate reports through use of Microsoft Excel, Access and Argos;
- Accurately enter all student housing damage billing charges and generate billing reports;
- Update student information when a student withdraws or changes housing; circulate withdrawal forms within Student Affairs Office; finalize room and meal plan bills for withdrawn students;
- Utilize the electronic mail system for communication and informational purposes;
- Review and approve weekly dining services bills for Vice President for Student Affairs and Dean of Students;
- Create Argos and Banner reports as needed for offices within the Division of Student Affairs (Greek Life, Social Justice & Activism, Chaplain, etc.):
- Active member of Data Police and Banner Committee, attend bi-monthly meetings and help institute policy changes through the Division of Student Affairs;
- Maintain all residence hall access and meal plan information on appropriate systems. Ensure correct access is given to residents, Staff in Residence, RAs, and ADRls.

**Filing Responsibilities**
- Collect and maintain student housing information forms, housing contracts, damage memos and room inventory forms in student files;
- Maintain the residence life budget files;
- Maintain the residence life paraprofessional staff files;
- Maintain the Student Affairs Office student files.

**General Responsibilities**
- Assist with answering the Student Affairs Office phones and any other support staff functions and responsibilities in the office as needed.
- Provide administrative support as needed to Assistant Directors of Residence Life;
- Train current staff and all new employees in the Division of Student Affairs on the use of the student information system (Banner);
- Serve on other campus committees as a means to develop collaborative relationships with faculty and other staff;
- Perform other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:** Work study students as assigned.

**QUALIFICATIONS:** 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** High school diploma or equivalent and a minimum of three (3) yrs. experience with computer data entry.

**CERTIFICATES, LICENSES, REGISTRATIONS:** N/A

**LANGUAGE SKILLS:** Must demonstrate competency in verbal and written English skills including grammar.

**MATHEMATICAL SKILLS:** Must be competent in general business math.

**TECHNICAL SKILLS:** Must possess excellent organizational and computer skills including Microsoft Word and Excel. Knowledge of Microsoft Access, Banner, Argos or other database programs is highly desirable. Knowledge of general office procedures. Must take pride in and be thorough in quality of work produced; must be able to use general office equipment including office PC, copier, telephone, facsimile machine, etc.

**REASONING ABILITY:** Must have strong interpersonal skills. Must possess excellent attention to details; must be a team player and interact collegially with co-workers and other constituencies.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to spend prolonged periods of time working on an office PC; able to reach, lift to 20 pounds, travel throughout office to use other office equipment; must be able to communicate in person, on the phone and in writing with co-workers, students and parents, must be able to make self heard by others; must be able to see to process work the position is responsible for completing; must be able to work under deadlines with constant interruptions. Must be able to meet regular and predictable attendance standards.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Duties are performed in an environmentally controlled office setting.
This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind of level of difficulty.

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Scott Fitzgerald Director of Human Resources and Legal Affairs  
Title IX Coordinator  
614.823.1130