Position Announcement

Western Connecticut State University
Associate Director of Housing & Residence Life for Operations

Western Connecticut State University is pleased to announce applications are being accepted for Associate Director for Housing & Residence Life for Operations.

WCSU is committed to enhancing our diverse university community by actively encouraging people with disabilities, members of LGBTQIA and BIPOC communities, veterans, and women to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion.

The Office of Housing & Residence Life promotes an atmosphere that is conducive to establishing academic, social, and personal growth of the resident student population, using WCSU’s CULTURE™ (Creating Undergraduate Learning Through Unique Residential Experiences) model. CULTURE builds relationships, supports academics, and develops community via programming, mentoring, and academic initiatives. Additional information is available at www.wcsu.edu/housing

Position Summary: Reporting to the Director of Housing and Residence Life (HRL), the Associate Director is responsible for coordinating operational issues associated with the Residence Halls. Those responsibilities include but are not limited to 1) Managing housing assignments and 2) Serving as the liaison between the Housing and Residence department and the appropriate facilities departments (Maintenance, Environmental Facilities Services, Planning, and Engineering, and Events and Conference Management) regarding ongoing custodial/maintenance programs for the residence halls, summer housing and conference programs, and the coordination of housing assignments to allow for scheduled maintenance repair and improvement projects. May also supervise student employees.

Position Responsibilities:
1. Maintains the HRL Housing database(s) for room selection, assignments, changes, individual and public area damage tracking, billing, general information, student placement information, emergency and missing person contact information, student interaction records, reporting, meal plan changes and billing, withdrawal tracking and billing, inventory control, priority point tracking and room selection integration.
2. Trains and directs the housing & residence life staff (professional and student staff) in all appropriate areas of selection, assignment, occupancy management, and desk operation, including the use of the housing software being used by the department for those operations.
3. Prepares weekly (or as required) occupancy reports for campus distribution.
4. Maintains records of and coordinates the assignment of costs to public areas and individual damages and serves as the appeal for any disputed damage charges after being reviewed by the ADHRL/RD involved.
5. Coordinates and develops an established replacement schedule with appropriate Facilities areas to systematically replace and/or refurbish furniture and furnishings in the residence halls.
6. Assists in planning and designing new residence halls or significant renovation projects, including selecting and requisitioning moveable equipment.
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7. Serves as the primary liaison with appropriate personnel for the Housing & Residence Life department’s telecommunication, cable, and other technical needs.
8. Serves on committees related to Housing and Residence Life as requested by the Director of Housing & Residence Life.
9. Coordinates work order requests and/or emergency maintenance service between Housing & Residence Life department staff and appropriate facilities staff.
10. Serves as the primary liaison with the Environmental & Facilities Services Staff (director, assistant director, custodial supervisor, etc.) and coordinates departmental interaction regularly to communicate custodial service needs and troubleshoot potential problems regarding the custodial services to the residence halls.
11. In collaboration with the director of HRL and the Events & Conference Management director, develop a summer schedule for Housing & Residence Life, which accounts for student and conference housing, as well as renovation, cleaning, and general repair projects to be accomplished during the summer.
12. In collaboration with the Events and Conference Management department, manages the housing requirements for summer conferences. These requirements may include but are not limited to reviewing and confirming space availability, room and building assignments, key card management, check-in, check-out, linen service, coordination of audio/visual or technology requested for meetings in housing facilities, follow-up with guests and groups staying in housing facilities to ensure contracted services are provided and provide accurate billing statements for each group/conference.
13. Hires, trains, and supervises housing summer staff for daily operational needs for residence halls used for conference services and/or student housing.
14. Performs other duties and responsibilities related to those enumerated above which do not alter the basic level and responsibilities of the position.

Qualifications:

- Bachelor’s degree is required. Master’s Preferred.
- At least four (4) years of experience in facility operations, preferably in conferencing and residence facilities.
- Prior budgeting and purchasing experience regarding the cost of supplies, equipment, furniture, etc., used in residence facilities.
- Knowledge and experience with Housing assignment software and Banner applications are strongly preferred.
- Previous experience supervising professional or graduate residence hall directors preferred.
- Highly motivated and able to work in a continuously changing organization.
- Ability to be effective in both written and oral communications is required.
- Be available to handle emergencies during evenings and weekends.
- Housing & Residence Life facilities are located on two different campuses. On any given day, the Associate Director of HRL for Operations may be required to work at one or both campuses.

Salary & Benefits: The hiring salary range is $78,262 - $101,594 and is commensurate upon candidates' experience. WCSU offers a comprehensive benefits package. Additional information on benefits can be found at
All employment, if offered, is contingent upon proof of citizenship or employability under the requirement of the Immigration and Control Act (IRCA) and the successful passing of a background check. WCSU is committed to providing a safe campus community. Background investigations include reference checks, employment verifications, and a criminal history record check.

**Application Process:** Prospective candidates must submit a cover letter, which includes the names and contact information for three (3) professional references and a resume. Please name your materials with your last name and email your materials to Ms. Peggy Boyle, University HR Administrator – Recruitment & Labor Relations. In subject line of email reference: Your Last Name – HRL Associate Director Operations. Application materials must be emailed to: hrpositions@wcsu.edu and must be received no later than **Friday, January 19, 2024**. Late applications will not be accepted.

State and Federal requirements expect that organizations with 100 or more employees invite applicants to self-identify gender and race. We kindly request all applicants to complete the Affirmative Action Data Questionnaire via the following link. http://wcsu.edu/diversity/affirmative-action-data-questionnaire/. Any questions may be directed to Ms. Keisha Stokes in the WCSU Office of Diversity and Equity at stokesk@wcsu.edu. Completion of this data will not affect your opportunity for employment, or terms or conditions of employment. This form will be used for reporting purposes only and will be kept separate from all search records and only accessed by the Office of Diversity and Equity.

**Western is an Affirmative Action Equal Opportunity Educator/Employer**