



Assistant Director of Housing Services, Assignments & Off-Campus Housing Services (full-time, 35 hours/week)
Housing Services
Position 102082

Position Summary: The Office of Housing Services (HS) provides and manages residential living environments within well-maintained, safe, and modern multi-use facilities that are responsive to the changing needs of students. These residential programs and services are conducive to the formation of community, foster individual student responsibility, and promote the engagement of students in the academic, spiritual, and personal development realms of campus life.

In support of all aspects of the mission of the department and university, the assistant director will coordinate and provide direct oversight of housing and dining assignments and billing and off-campus housing services. The assistant director will also manage the daily operations of university affiliated housing and assist with transitional housing operations and marketing efforts.

The assistant director is responsible for developing, implementing, and evaluating systems and processes that are student-centered, reflect institutional thinking, support the formation of community, foster student retention, and promote the development of the whole student. The assistant director ensures that programs and services are implemented with attention to high standards, quality, collaboration, and fiscal soundness. In addition, the assistant director will support departmental and divisional programmatic initiatives that positively impact student retention, academic success, and enrichment.

Essential Responsibilities Include: Plan, develop, implement and evaluate outstanding, educational and developmental systems and processes which supplement global university and departmental objectives. Establish and maintain appropriate up-to-date protocols, policies, procedures, and practices that are communicated effectively to staff, students, and the broader university community. Participate in the recruitment, supervision, retention, training, development, and evaluation of staff resources, including student staff/interns. Develop and apply best and emerging practices, consistent with the Catholic Identity of the University. Implement appropriate measures to ensure compliance with national, local, and University laws, regulations, standards, and codes. Implement appropriate compliance measures. Maintain applicable housing records. Develop initiatives to address service satisfaction and continuous improvements through appropriate data collection, reports, and assessments. Use and support information technology applications, including the implementation of data collection software.

Coordinate programs and services including on-campus housing assignments and billing, dining assignments and billing, off-campus housing services, university affiliated housing, and marketing aspects of departmental operations. Provide indirect support for auxiliary operations within the department. Develop and enhance a vision for responsibilities that provides and promotes outstanding, educational, developmental programs and services. Manage operations of a highly active, student-centered, customer-oriented focus area serving current and prospective students and families, staff, and other university community members and constituents. Compile data and statistics, conduct research, and disseminate reports concerning aspects of assignments and off-campus housing services. Directly manage this information and make recommendations for future programs and initiatives.

Minimum Qualifications: A Bachelor's Degree with at least one (1) or two (2) years of professional experience in student life or higher education administration with a preferred emphasis on occupancy management, housing services, or conference services. Requires a thorough working knowledge of computer applications including MS Office Suite. Must have a working knowledge of the following applications: Housing Director, PeopleSoft, and Topaz (or the willingness and ability to learn within three (3) months of hire). Knowledge and skills with automated computer systems, new technologies, records management, database systems to support service and operational needs; skill with use of university systems within three months of appointment. Ability to plan, organize, set priorities, implement, and evaluate programs and services. Ability to translate a mission and vision into successful programs and services; work collegially and collaboratively to develop effective

student-oriented services; and communicate effectively and by using a wide variety of tools and mediums. Ability to: produce quality results with limited resources; develop programs to enable employees to grow in their positions; handle multiple tasks simultaneously, and handle heavy workloads under pressure and within deadlines; balance commitments and coordinate efforts with outside vendors and university departments; and generate the confidence and trust of individuals and the extended campus community. Strong service orientation and ability to relate effectively with diverse individuals and groups at all levels of an organization. Proven “hands on” and energetic team leader. Demonstrated ability to be productive, deliver high quality work, take initiative, use good judgment, and solve problems. Strong interpersonal, community development, and negotiation skills. Proven analytical, technical, and supervisory skills.

How to apply: forward application, resume, and cover letter with salary requirements as an attachment to (salary expectations are considered part of application process): CUARecruitment@cua.edu. Reference position 102082 in subject line of email. Please do not include photos on resumes and save documents with first/last names. All applicants must be supportive of the mission and vision of *The Catholic University of America*. Open until filled.

THE CATHOLIC UNIVERSITY OF AMERICA

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