

Capstone On-Campus Management LLC

Job Description

Job Title: Assistant Director of Operations for UMB Housing / GL Code: 6120

Reports To: Director of UMB Housing

FLSA Status: Exempt

Summary

Under the direct supervision of the Director of UMB Housing, the Assistant Director of Operations is to contribute towards the overall management of university student apartment housing. Responsibilities include, but are not limited to, assignments, accounts receivable, student account monitoring, program development and implementation, supervision of student staff, student contact, enforcement of housing policies, and student and university communications.

Essential Duties and Responsibilities

- Coordinate all mailings to residents, such as contracts, arrival information, cancellation, reminders, collection notices etc.
- Assist in the completion of daily deposits and batch work.
- Provide accurate records with regards to past due accounts and assist in the collection of past due accounts.
- Work with Director to notify the University of any past due accounts.
- Update Rent Roll report as needed.
- Monitor student employee time sheets for accuracy.
- Provides overall support of the Residence Life program.
- Coordination of staff recruitment, selection, training and evaluation and policy enforcement.
- In conjunction with the Director of Housing, assists in the establishment of the goals and objective for the site.
- Participates in monitoring the site-operating budget.
- Participates in the implementation and enforcement of student disciplinary incidents.
- Performs administrative duties such as weekly and monthly reports.
- Conducts regular general staff meetings, and student staff individual meetings.
- Documents all incidents and then recommends appropriate follow-up and communicates to the appropriate personnel when incidents occur.
- Assists in the development and integration of the site apartment program with the larger Capstone model of student housing programs.
- Participates in the assessment, identification and appropriate response to the needs of the apartment residents and facility upkeep.
 - Coordinate various aspects of the turn process, including, but not limited to, creating a schedule of apartments to be prepared for new residents, monitoring cleaning vendors, and inspection of apartments.
 - Receive and distribute maintenance requests.
 - Maintain an accurate key inventory, recording keys as they are signed out and returned.
 - • Maintain log to document vendors working within the complex.
 - • Track all lockouts and process charges for all lock changes and lost keys.

- Assist Director in management of large facility projects, such as furniture replacements or major repairs.
- Assist Director in creating a long term assessment of repair and replacement needs of the facility.
- With the Maintenance Supervisor and Director, monitor preventative maintenance needs of the facility.
- Assists with research for the On-Campus Division, including an Annual resident satisfaction survey. Utilizes this research in the co-development of programs, goals and objectives for apartment housing.
- Coordinates efforts in safety and security and environmental awareness. Develops and distributes a brochure highlighting security policies for residents and ways of being “green”.
- Participate with other managers in on-call rotation for UM Housing and Walker Avenue Apartments.
- Create on-call and office coverage schedule for Community Assistant staff.
- Other duties as assigned.

Supervisory Responsibilities

Directly supervises the Office Coordinator and Community Assistants. Co-supervises Custodial and Maintenance personnel. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:
Attendance/Punctuality - Is consistently at work and on time; arrives at meetings and appointments on time.

Business Acumen - Understands business implications of decisions; demonstrates knowledge of market and competition.

Cost Consciousness - Conserves organizational resources and works within approved budget.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Delegation - Gives authority to work independently.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; builds a diverse workforce.

Ethics - Treats people with respect; works with integrity and ethically; upholds organizational values.

Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

Initiative - Looks for and takes advantage of opportunities; asks for and offers help when needed.

Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; includes appropriate people in decision-making process; makes timely decisions.

Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for the activities of the staff; makes self available to staff; provides regular performance feedback; develops others' skills and encourages growth; continually works to improve supervisory skills.

Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; sets goals and objectives.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Project Management - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality.

Quantity - Meets productivity standards; completes work in timely manner.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions.

Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; contributes to building a positive team spirit.

Visionary Leadership - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and staff.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; able to read and interpret written information.

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

Bachelor's Degree Required (Master's Degree Preferred); or three to five years related experience and/or training. Candidates with experience in leasing and/or facilities management in student and/or multifamily housing preferred.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Microsoft Word, Excel and Outlook.

Other Skills and Abilities

Ability to operate basic office equipment including photocopier, fax, and telephone. Basic typing and computer skills.

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. While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit and use hands to finger, handle, or feel. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision.

Work Environment

The noise level in the work environment is usually moderate.

To apply: <http://bit.ly1T2SLDW>