

## **Assistant Director-Financial Services with COCM**

Capstone On-Campus Management (COCM) is seeking an Assistant Director-Financial Services for our site in College Park, MD. The Assistant Director-Financial Services is a full-time position that directly oversees resident account management, delinquency management, resident and guarantor financial communication, data entry, resident education, customer service, budget assistance, move-in/move-out operations, front desk management, supervision of staff as well as special projects. This is a live-on position and participates in a 24 hour emergency response rotation. Projecting a customer focused and professional image through in-person and telephone interaction with all internal and external customers is essential.

An ideal candidate will have excellent verbal and written communication skills to interact with campus partners, students, families and community members. Effective time management, attention to detail and ability to manage competing priorities will be necessary for success.

### **Essential Duties and Responsibilities**

- Lives on site and participates in 24 hour emergency response rotation. Responds to emergency calls by assessing the situation and determining the best course of action.
- Oversees the collection of rent, daily deposits and collection of past due accounts. Ensures the efficiency and effectiveness of the collections process.
- Supervises mailings to residents and/or parents regarding accounts, move out information, and other topics as needed.
- Supervises monthly eviction filings with the court and attends hearings.
- Oversees process of closing resident accounts including processing refunds and collecting balances.
- Oversees the move out inspections process throughout the year and organizes the Move-Out Inspection Days.
- Assists with management of operations budget including tracking expenses, reconciling revenues, and controlling costs.
- Provides reports showing deposits, delinquency, budget activity and as needed information.
- Oversees damage billing, Room Condition Report management, and Room turnovers.
- Oversees and monitors building access through the use of key audits and swipe cards.
- Manages staff parking permits for all profession staff members.
- Manages the late fee appeals process.
- Plans and implements monthly birthday/anniversary celebrations for staff.
- Compiles monthly company newsletter submissions for both SCC and the CTY.

## **Qualifications**

- Bachelor's degree required and a minimum of 3 years of experience in a student housing environment.
- Experience in crisis management.

## **Preferred Qualifications**

- Master's degree in student affairs or related field.
- Five years of experience in higher education administration and / or student housing.

Compensation package: \$47,500 per year, a furnished, on campus apartment, excellent benefits including medical, dental, 401K and professional development funding.

Review of applications begins immediately and is continuous until the position is filled. To receive priority consideration, please apply with the link below.

Please send your resume to Hiring Manager, Lynette Carthens at [lcarthens@cocm.com](mailto:lcarthens@cocm.com) to apply for the position.