

Assistant Director – Housing Services with Capstone On-Campus Management

Capstone On-Campus Management is focused on providing an excellent living experience for students in College Park, MD. We are seeking applicants for the position of Assistant Director - Housing Services to join our team.

The Assistant Director will be responsible for, but not limited to: leasing apartments, marketing, record keeping, data entry, resident service and education, after-hours duty response, budget assistance, website management, supervision of staff, as well as other duties as assigned. This is a live-on position that participates in a 24 hour emergency response rotation.

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.
- Coordinates the leasing process including planning and implementing leasing events, highlighting community features, tracking potential resident interest, and ensuring all lease paperwork, fee receipt, and data entry for new residents is completed.
- Responds to and supervises staff response to resident inquiries regarding leasing, eligibility, move-in, move-out, re-leasing, room transfers and other occupancy issues.
- Oversees receipt of application fees and lease reservation fees.
- Keeps accurate and organized records of all occupancy changes. Coordinates room transfer process.
- Oversees creation and maintenance of files for all applicants.
- Coordinates re-leasing process including meeting with transitioning residents, educating residents about the process, completing re-leasing worksheets, and updating computer records..
- Supervises the distribution of all resident communications around leasing and move out for South Campus Commons.
- Coordinates all publications including development of a year-long marketing plan, marketing materials, leasing forms, leasing updates, etc.
- Coordinates all marketing efforts which may include print and web advertising, social media, post cards, flyers, information sessions, tours, and sponsorship events..
- Manages leasing and marketing budgets.
- Negotiates marketing sponsorship agreements with University partners, such as Student Affairs and Athletics.
- Communicates with the University Liaison for resident approvals and roster updates.
- Participates in the management team and assists in other areas when needed.
- Submits regular reports to appropriate staff on leasing and occupancy issues.
- Works collaboratively with the Leasing Manager at The Courtyards at the University of Maryland.

- Oversees regular file audits and ensures files are accurate and complete.
- Reviews all monthly rent charges and posts to resident accounts.
- Serves as the liaison for the Census Bureau's monthly and yearly evaluations.
- Other duties as assigned.

Master's degree or a combination of education and experience is required. Demonstrated experience in college student housing, administration, customer service and supervision are all desired.

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

Education: Bachelor's Degree, Master's Degree Preferred.

Review of applications begins immediately and is continuous until the position is filled.

To apply please use the link below.

https://workforcenow.adp.com/jobs/apply/posting.html?client=COCM&jobId=32347&lang=en_US&source=CC3

Should you have questions contact David McGarvey at dmcgarvey@capstoneoncampus.com.