Duke University
Division of Student Affairs
Exempt Position Description

Official Job Title: Assistant Director, Programs
Working Title: Assistant Director for Housing Assignments
Job Code/Level/Family: 33/11/2775
Department: Housing and Residence Life
Supervisor: Director of Housing Assignments and Planning
Position Status: Regular; Full-time; Exempt
Staff Supervision: Staff Specialist (2)
Schedule Note: Occasional night and weekend work required

Scope of Responsibilities
Provide leadership and direction for all campus housing assignments, off campus housing program, records management, and related marketing and communications. Responsibilities include managing student housing assignment and off campus housing processes, maintaining the related databases, and communicating housing policies and procedures to members of the University community.

Duties

1. Communicate, implement and interpret policies and procedures, housing license agreements and other records required to deliver a dynamic housing model that meets university objectives; as needed, recommend changes in policies and procedures; manage the distribution, collection and processing of housing assignment information; lead the on-campus assignment processes for all undergraduate students; supervise graduate student and summer school housing processes.

2. Develop, publish, and communicate information that clearly articulates related policies, procedures regarding campus housing information, including but not limited to website information, printed, and the like; coordinate marketing and distribution of housing assignment and selection information to new and returning students; develop and implement plans for release and distribution of materials; conduct information sessions with students and staff at the beginning of critical processes (return from study abroad, room selection, and reassignments); participate in admission and student information events as necessary.

3. Perform housing assignment administrative functions including but not limited to the management of assignments database; coordinate the distribution of housing assignments, reports, and other information to campus offices; process cancellations, rate adjustments, space inspections, and residency requirement exceptions; collaborate with necessary IT offices for database upgrades and maintenance.

4. Establish and maintain effective and collaborative working relationships with offices and programs in Student Affairs, across campus, and within the Durham community that will enhance the quality of the on campus experience; collegially support initiatives important to the success of other units that serve the campus residential and off campus populations.

5. Lead the recruitment, selection, training, and job performance appraisal of housing assignments staff specialists; create and/or provide training and related resources for
6. Perform related duties as assigned or required to meet department, division and university goals and objectives.

General Qualifications
1. Work requires analytical, communications and organizational skills generally acquired through completion of a bachelor’s degree program. Master’s Degree in Higher Education Administration or a related field is preferred.
2. Work generally requires two years experience in personnel, college or university administration, or a related field to acquire skills necessary to provide program management, advising and general administrative support. Or an equivalent combination of relevant education and/or experience.
3. Previous experience living on a college campus and/or managing campus housing assignments is strongly preferred.

Job-Specific Skills and Competencies
- Strong and demonstrable commitment to quality customer service.
- Superior communication skills; with special emphases on abilities to respond positively to concerns expressed by customers and on preparing communications that accurately and effectively share information.
- Proven ability to positively and effectively diffuse contentious situations with customers who feel ill served by established policy, procedure and practice.
- Demonstrated abilities to work as a member of a team, and to develop and maintain effective working relationships with a wide range of stakeholders.
- Excellent planning and organization skills, with proven ability to manage concurrent projects and processes.
- Experience with data management systems, such as RMS/Mercury, StarRez, eRezLife, etc.
- Previous supervisory experience, preferred.