

**Duke University  
Division of Student Affairs  
Exempt Position Description**

**Official Job Title:** Student Development Coordinator  
**Working Title:** Housing Assignments Coordinator  
**Job Code/Level/Family:** Job Code=1225; Job Level=10; Job Family=33  
**Department:** Housing and Residence Life  
**Supervisor:** Assistant Director, Programs  
**Position Status:** Regular; Full-time; Exempt  
**Staff Supervision:** Student assistants (3 – 6)  
**Financial Responsibility:** NA  
**Schedule Note:** Position has an expectation of evening and weekend work, as well as on-call response, during peak housing assignments processes

**Scope of Responsibilities**

Plan and coordinate select housing assignment processes and off-campus housing resources. Responsibilities include managing supportive housing processes, off campus initiatives and liaison, database management and reporting, and back-up DukeCard administrator for residence hall access.

**Duties**

1. Plan, coordinate, and administer special housing processes, including but not limited to academic year housing reassignment, early arrival, graduate and professional student housing, selective living group housing, and summer school housing. Establish process timelines, applications, and procedures unique to each housing process. 35%
2. Coordinate communications with students and group liaisons for select housing processes. Develop communications for website and social media. Conduct information sessions with students and staff at the beginning of critical processes. 20%
3. Perform housing assignment administrative functions including but not limited to database management, coordination of reports and data used for administration reporting and process workflow. Also, daily administrative tasks such as responding to email, telephone calls, and visitors to the office. 15%
4. Assist with liaison responsibilities for off-campus housing. Provide resources to students, landlords, and vendors related to the off-campus market. Work with students to explore housing options and provide resources regarding leases, landlords, and off campus living. Act as a representative on the Graduate and Professional Student Advisory Council. Collaborate with representatives of NearDuke.com website. 15%
5. Hire, train, and supervise student staff. Coordinate student schedules for optimal office coverage. Assign work tasks to students and evaluate work performance. Manage payroll functions for student employees. 5%
6. Serve as back-up administrator for DukeCard and residence hall access. 5%
7. Perform related duties as assigned or required to meet department, division and university goals and objectives. 5%

**General Qualifications**

Master's degree in in Higher Education, Student Affairs Administration, Student Personnel or related field of study required. One year of experience in a related setting preferred. Position may require additional expertise and experience relevant to working with specific student populations.

**Job-Specific Skills and Competencies**

- Strong customer service skills, including the ability to work with students, parents, and manage conflict.
- Strong organizational skills including planning, coordination of people and resources, and ability to manage multiple tasks.
- Ability to make decisions based on policies and procedures, as well as individual needs.
- Experience with database management and report writing.
- Experience with card access systems.
- Student supervisory experience.
- Significant experience with housing and residence life programs.

Duke aspires to create a community built on collaboration, innovation, creativity, and belonging. Our collective success depends on the robust exchange of ideas — an exchange that is best when the rich diversity of our perspectives, backgrounds, and experiences flourishes. To achieve this exchange, it is essential that all members of the community feel secure and welcome, that the contributions of all individuals are respected, and that all voices are heard. All members of our community have a responsibility to uphold these values.

Applications may be submitted via the Duke University HR website (<https://hr.duke.edu/careers/apply>), requisition Number/ID 6258. Application review will begin Tuesday, September 3, 2019.