Scope of Responsibilities
The Housing Assignments Assistant is an integral part of the on-campus living experience. These staff members ensure the smooth operation of office functions and provide much of the initial, and on-going interaction with Duke students and parents via the telephone, email, and walk-in traffic. Housing Assignments Assistants are responsible for a broad range of administrative, customer service, and housing assignment functions, including daily management of the housing database system.

Duties
1. Provide customer service and triage as Housing Assignment’s primary contact. Greet in person, by phone, and via email parents, students, and university colleagues with attentiveness and a problem-solving mentality. Communicate effectively about Housing Assignment processes and procedures and respond to requests with accurate information and helpful referrals. 25%

2. Provide database management for all housing processes, including but not limited to annual housing processes (DukeHouses, spring housing, summer school, winter break) housing reassignments, special housing needs, housing cancellations and releases. Process and manage student financial accounts by issuing charges and credits regarding housing assignments, residential programming fee, early arrivals, etc. 25%

3. Interpret Housing policy and procedures and respond appropriately. Resolve problem situations, track unique housing situations, and assist with difficult situations. 15%

4. Hire, train and supervise Student Assistants. Ensure Student Assistants are providing excellent customer service, are made aware of office processes and policies and are held accountable for strong work performance. 15%

5. Triage DukeCard issues, verify DukeCard access pursuant to Duke access protocol for student assignments, reassignments, early arrivals, and HRL employees; resolve and/or refer to appropriate personnel. 10%

6. Complete confidential administrative tasks for students and governmental agencies including proof of residency statements, residency reference checks, and residency background checks. 5%

7. Establish and maintain effective and collaborative working relationships with offices and programs in HRL, Student Affairs, and across campus that will enhance the quality of the residential experience; collegially support initiatives important to the success of other units that serve the campus residential populations. 5%
The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

General Qualifications

Education/Training: Work requires knowledge of basic mathematical, research and communications principles normally acquired through two years of postsecondary education.

Experience: Work generally requires three years of clerical or research experience to acquire skills in administrative or project research responsibilities as well as accepted office organization, communications and research practices. A bachelor’s degree in a relevant field of study may be substituted for the education and two years of the experience requirement.

Job-Specific Skills and Competencies

- Excellent communication and customer service skills
- Exceptional organization skills and attention to detail
- Sound judgment and ability to effectively solve problems
- Proven ability to work in a team environment
- Experience working with diverse constituencies
- Experience with Excel, database management, and survey tools

Reporting Relationships

1. Title of supervisor for this position: Assistant Director of Housing Assignments
2. Titles of all positions that report to this position and number of employees in each position:
   - Student Assistants, 1-2

Unusual Working Conditions

No unusual working conditions.

Physical Requirements

No special physical requirements for the position.