

Wright State University
CLASSIFIED JOB SPECIFICATION
Residence Operations Coordinator 1

I. JOB INFORMATION

Job Title: Residence Operations Coordinator (CS 14)

Job Class: 61111 FLSA Status: Non-Exempt

II. JOB SUMMARY

Under the direction of the Director of Residence Life, the Residence Operations Coordinator 1 coordinates customer service functions of the residence life office, such as packages, key control for university-owned properties, conferences, and supervision of student staff. This role provides a wide array of administrative support for student-related activities in Residence Life.

The position requires considerable independent initiative and judgement and a high-level of problem-solving ability. It requires excellent coordination, administrative skills, and the ability to manage multiple tasks effectively and simultaneously while maintaining a high standard of work.

PRIMARY DUTIES AND RESPONSIBILITIES

- Manage the inventory of 600+ campus housing keys and year-round audit processes for Hamilton Hall; Residence Hall and Forest Lane Apartments, including lock changes and key cutting.
- Keep detailed records and maintain audits of all keys in the system.
- Troubleshoot any ProwWatch (student ID) and clicker issues pertaining to Hamilton Hall.
- Inventory supplies, clickers, swipe cards and other items as needed for all check-in and check-out process.
- Supervise student workers at the front desk and service window in Residence Life.
- Hire, train and evaluate student employees on the use of RMS database, package system, mail procedures, phone procedures and check-in/check-out procedures.
- Supervision of summer conference workers and staffing for check-ins and check-outs.
- Create invoices based on floor charts/space utilization for each conference/camp.
- Coordinate linen service with university contracted supplier to ensure camps have linen.
- Coordinate key prep with student conference workers; and submit final invoices to accountant for appropriate billing.
- Contact housing residents with physical disabilities to perform room modification surveys.
- Work with the Office of Disability Services and Physical Plant to ensure that all student rooms in Hamilton and Forest Lane are modified and ready for the student's arrival to campus each turnover period (fall, spring and summer).

- Coordinate Emotional Support Animal (ESA) and Service Animal process by collecting all relevant paperwork and approve or deny request; responsible for importing ESA and Service Animal documentation into Resident Management System and necessary reporting.
- Manage and ensure accuracy of all related paperwork and data entered into the RMS related to packages, unit audits in Hamilton & Forest Lane, and check-in/check-outs.
- Handles approximately 15,000 packages each year.
- Support assistant director of information systems with Wright Path students living on campus with customer service-related questions, inquiries and communication.

Note: This is not an all inclusive list of duties and responsibilities.

IV. MINIMUM EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES

Bachelor's degree in a related field OR two years of post-secondary education and one year of full-time related work experience OR high school diploma or GED and two years of full-time related work experience. High level of interpersonal skills; Excellent verbal and written communication skills; Experience in writing & editing; Ability to calculate basic math and thorough knowledge and skills to utilize current office equipment and software systems.

V. WORKING CONDITIONS

Standard Work Hours are 9:30 am to 6 pm M-F. the office is open 8:30 am-7:00 pm. Occasional weekends will be worked to prepare for opening or closing the residence halls and apartments. Must be able to walk up and down stairs and handle packages weighing up to 50#.

VI. WSU TESTING/EXAMINATIONS REQUIRED

None

VII. CERTIFICATIONS OR LICENSURE(S) REQUIRED*

VIII. JOB SERIES

61111

This specification is intended to illustrate the level of complexity and kinds of job duties that may be assigned to positions with this classification title, and should not be interpreted to describe all the duties that may be included in a job description.