

Wright State University
CLASSIFIED JOB SPECIFICATION
Residence Operations Coordinator 2

I. JOB INFORMATION

Job Title: Residence Operations Coordinator (CS 15)
Job Class: 61118 **FLSA Status:** Non-Exempt

II. JOB SUMMARY

Under minimal supervision, the Residence Operations Coordinator 2 efficiently manages office operations and processes of the residence life office, ensuring a seamless experience for residents, staff, and contractors. This role focuses on overseeing work orders, coordinating with external vendors, managing residential billing, supervising student workers, and facilitating access to campus housing for all students, including students with physical disabilities. Additionally, this role serves as the Wright Path Housing program manager, ensuring that students are supported and all billing is completed accurately.

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

- Oversee and coordinate all work order needs with Wright State facilities for housing related items. Follow up with residential students regarding status of work.
- Coordinate with external vendors on a weekly, monthly, and as needed basis to address concerns related to laundry service, pest control and package vendors that residential students rely on. This includes timely and regular communication with residents.
- Oversee all related procedures, paperwork, and entered data in the residential management system related to packages, unit audits in Hamilton & Forest Lane, and check-in/check-outs.
- Apply university procedures and policies, proposing enhancements for streamlined workflows and enhanced student communication. Establish processes and procedures as needed.
- Oversee general office operations, implementing refined workflows and providing necessary training.
- Manage residential student billing including follow-up with students.
- Support other residential projects in collaboration with management.
- Manage the inventory of 600+ campus housing keys and year-round audit processes for Hamilton Hall and Forest Lane Apartments.

- Oversee key cutting, lock changes and repairs including performing these duties as needed such as in emergency situations.
- Keep detailed records and maintain audits of all keys in the system.
- Troubleshoot any ProWatch (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.
- Residence Life liaison with Office of Disability Services (ODS) including regular participation in case management meetings.
- Main point of contact for all housing residents with physical disabilities and oversees room modification surveys.
- Collaborate with ODS and Physical Plant to ensure that all student rooms in Hamilton and Forest Lane are modified and ready for the student arrival to campus each turnover period.
- Develop, propose, and coordinate improvements to support residents with physical disabilities, requiring enhanced understanding of accommodations and independent judgement to assess feasibility.
- Oversee Emotional Support Animal (ESA) and Service Animal process including all relevant communication to outside parties such as animal shelters and related investigations.
- Collect all relevant ESA/Service Animal paperwork and approve or deny requests. Responsible for importing documentation into Resident Management System and necessary reporting.
- Support students and animals during moves as appropriate.
- Manage program for Wright Path students living on campus.
- Coordinate application process and serve as main point of contact for those students throughout their time in the program relating to housing.
- Manage billing of those students including reconciliation of payments, sending invoices, tracking payments, and following up with students who are delinquent.
- Ensure regular communication with relevant university offices such as Bursar and Financial Aid.
- Deliver eviction notices and process lock changes.
- 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 processes.
- Ensure that all the work being performed is accurate and timely.
- Accountable for all related paper work and data entered.
- Supervision of summer conference workers and staffing for check-ins and check-outs.
- Create summer conference invoices based on floor charts/space utilization for each conference/camp; submits invoice to accountant for appropriate billing.
- Coordinate key prep with student conference workers.

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 and 6-months of related FT work experience OR two years of post-secondary education and 1.5 years of FT related work experience OR a high school diploma or GED and three years of full-time related work experience. Experience leading a team; Ability to think independently and manage multiple projects simultaneously; 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

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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.