

Draft Classification Standards – Rev. 3/29//2024
Housing Operations Professional Series

Class Title	Class Code	Issue Date	FLSA
<i>Housing Operations Professional I</i>	XXXX	XXXX	<i>Non-Exempt</i>
<i>Housing Operations Professional II</i>	XXXX	XXXX	<i>Exempt*</i>
<i>Housing Operations Professional III</i>	XXXX	XXXX	<i>Exempt*</i>

OVERVIEW:

Positions classified within the Housing Operations series are directly responsible for campus housing operations. Housing Operations professionals oversee the assignment and maintenance of student housing, contribute to the development and implementation of policies and procedures related to housing operations, and collaborate with various departments and stakeholders to ensure smooth housing transitions.

Positions are assigned to classifications within the series based on the scope and complexity of housing operations activities; degree of independence and judgement; experience, knowledge, skill, and ability required; degree of planning, analysis, and execution required by the position; impact and risk to the university; and nature of supervision received.

Positions perform tasks that may include, but are not limited to, participating in the development and administration of housing programs, housing budgets financial operations. Responds to housing emergency situations and collaborates with other departments to ensure smooth housing transitions and placement. They also handle student inquiries and concerns related to housing. Higher levels within the series build upon and include the knowledge and skill requirements and work assignments of lower levels.

Housing Operations Professional I – Entry-level professional who applies basic professional concepts to resolve problems of limited technical scope and complexity. Normally operates under detailed guidelines and work is often reviewed for accuracy. Assignments may be routine in nature and involve performing various duties related to the planning and coordination of housing operations. Follows standard practices and procedures requiring less complex judgment and decision making. Routinely interacts with students, staff, and faculty to coordinate housing operations.

Housing Operations Professional II – Professional who applies acquired job skills and knowledge of housing operations best practices, policies, and procedures to complete significant assignments, projects, and tasks of moderate professional scope and complexity. Draws from prior experience and knowledge of housing operations concepts and processes to exercise judgment while coordinating housing operations and student engagement. Provides input for new housing initiatives, policies, and procedures. Works with students and departments to ensure proper implementation of housing operations by providing significant explanation or guidance.

Housing Operations Professional III – Professional who applies advanced job skills, in-depth housing operations knowledge, and organization understanding to complete substantive assignments, projects, and tasks of significant scope and complexity.

* This classification as outlined in this document meets the duties test of the Administrative Exemption. An employee's actual exemption status may differ based on salary rate and actual duties performed.

Exercises advanced discernment and possesses a thorough knowledge of operating procedures and regulations to determine appropriate action while coordinating housing operations. Problem-solving may require the development of new approaches, techniques, and innovation. Utilizes persuasion when working with students, faculty, and departments to ensure proper implementation of housing operations and compliance with regulations and policies.

TYPICAL PROGRAMS, ACTIVITIES, AND CORE FUNCTIONS/DISCIPLINES (*May include but are not limited to*):

- *Housing Operations Management* – Coordinates and administers housing operations, including room assignments, move-in/move-out processes, key access, and maintenance requests. In collaboration with management, develops and implements policies and procedures to ensure efficient and effective housing operations. Collaborates with facilities management to ensure proper maintenance and upkeep of housing facilities. Reviews and monitors student housing contracts and lease agreements.
- *Leadership and Training* – May provide lead work direction and mentoring to housing staff, including resident advisors, administrative support staff, and student employees. Conducts training and development programs to ensure staff are equipped with the necessary skills and knowledge to perform their roles effectively. Fosters a positive and inclusive work environment, promoting teamwork and professional growth among staff members.
- *Budget and Financial Support* – Monitors expenses, forecasts future needs, and ensures compliance with financial policies and procedures. Collaborates with other departments with financial oversight and expertise to ensure accurate and timely financial reporting. May assist with facilitating contracts with significant financial and reputational impact. May assist in the development and implementation of strategies to maximize revenue and minimize costs related to housing operations.
- *Student Support and Customer Service* – Responds to student inquiries and concerns related to housing, providing timely and accurate information and resolutions. Collaborates with student services professionals to support student success and well-being within the housing community. Fosters a positive and inclusive living environment, promoting a sense of community and belonging among residents. Evaluates requests for exemptions from housing requirements.
- *Collaboration and Stakeholder Engagement* – Collaborates with various departments and stakeholders, including student services, admissions, financial aid, emergency management, and international student services, to ensure seamless coordination of housing operations. Participates in cross-functional teams and committees to contribute to the development and improvement of housing policies and procedures. Represents the institution at housing-related meetings, conferences, and events.

HOUSING OPERATIONS PROFESSIONAL I

Under direct supervision, performs entry-level professional duties within the housing operations discipline including coordinating application and room assignment processes and monitoring compliance with university housing policies and standards. Performs less complex assignments independently following detailed and established procedures. Analytical and professional work is reviewed for understanding of professional concepts and compliance with policies and procedures.

Work assignments typically include some or all of the following:

- ◆ Supports technical issues with the housing assignment system; assesses and identifies opportunities for improvement. Ensures appropriate security and maintenance of the system and information.
- ◆ Coordinates the housing application, room assignment, and payment process and resolves issues and discrepancies utilizing defined policies, procedures, and practices.
- ◆ Coordinates with parents and students with special housing needs due to physical, mental health or other sensitive issues to ensure appropriate accommodations. Makes referrals as needed.
- ◆ Gathers and analyzes data and produces reports regarding housing space management and financials.
- ◆ Responds to housing operations complaints with guidance from more senior housing professionals on complex and sensitive issues.
- ◆ Determines assignment priorities to ensure adequate residential space use management of housing spaces.
- ◆ Provides lead work direction and training to student employees and support staff.
- ◆ Develops comprehensive knowledge and understanding of the standard practices and terminology of housing operations including any related policies.

MINIMUM QUALIFICATIONS:

Knowledge and Skill:

- ◆ Foundational knowledge of housing operations and policies.
- ◆ Ability to analyze and address problems using reasoning and application of standard practices and procedures.
- ◆ Demonstrated communication and interpersonal skills to effectively present information in a clear and concise manner.
- ◆ Ability to follow guidelines and provide input and feedback as required and applicable.
- ◆ Ability to work independently as well as part of a team, with a student service-oriented approach.
- ◆ Flexibility to adapt to changing priorities and deadlines.
- ◆ Organizational skills to plan, organize, and prioritize work.
- ◆ Computer skills to appropriately use technology and relevant software packages as required.

Experience and Education:

Equivalent to a bachelor's degree in a related field. Relevant education and/or experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis.

HOUSING OPERATIONS PROFESSIONAL II

Under general supervision, coordinates housing operations programs, processes, and policies. Responsibilities cover all aspects of housing operations. Work is reviewed for compliance with housing policies, procedures, and best practices. Applies professional level knowledge of housing operations. Decision-making takes into account established housing procedures and policies, external laws and regulations, and best practices in serving the needs of a diverse community. Works independently on most day-to-day assignments with general supervision on new assignments or projects to ensure alignment with objectives. Handles multiple work priorities and is accountable for own work results.

In addition to duties performed by the Housing Operations Professional I, the Housing Operations Professional II typically performs the following duties:

- ◆ Interprets regulations and guidelines of program funding for housing operations.
- ◆ Oversees housing application, room assignment, payment processes, schedules for meeting space and other housing facilities.
- ◆ Analyzes and recommends occupancy projections and budgets for contracted services.
- ◆ Responds to housing operations complaints considering university policies and procedures and relevant laws and regulations.
- ◆ Organizes housing events.
- ◆ Evaluates and recommends improvements in housing processes, policies, and procedures.
- ◆ Collaborates with various departments and stakeholders to ensure smooth housing operations such as partnering with residential life professionals on engagement activities and marketing professionals to design marketing programs.
- ◆ Provides lead work direction to housing support staff and student employees. Develops and conducts training and development programs for housing support staff. Assists in recruiting and selection of student employee positions.
- ◆ Analyzes and troubleshoots technical issues with the housing assignment system; assesses and identifies opportunities for improvement. Ensures appropriate security and maintenance of the system and information.
- ◆ Works directly with parents and students with special housing needs due to physical, mental health or other sensitive issues to ensure appropriate accommodations.

MINIMUM QUALIFICATIONS:

In addition to Housing Operations Professional I knowledge and skill requirements, work assignments typically require:

- ◆ Working skills and knowledge of housing operations including housing operations systems, policies, procedures, laws and regulations, and best practices.
- ◆ Working knowledge of student organizations, collegiate policies, and communications.
- ◆ Strong organizational skills to plan, organize, and prioritize multiple projects and large operations.
- ◆ Strong analytical skills to assess operational efficiency and support budget management.
- ◆ Ability to provide lead work direction and training to students and housing support staff.
- ◆ Strong communication and interpersonal skills to work effectively in a diverse environment and effectively gain buy-in from students and parents.
- ◆ Proficiency in using housing operations software and/or related equipment.

Experience and Education:

Equivalent to a bachelor's degree in a related field and two years of relevant experience. Additional experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. An advanced degree in a related field may be substituted for the required education on a year-for-year basis.

HOUSING OPERATIONS PROFESSIONAL III

Working independently under general supervision, performs advanced housing operations work and may exercise oversight for certain housing responsibilities. Applies professional knowledge or expertise in organizing housing operations. Demonstrates advanced discernment in selecting methods and techniques for obtaining solutions, contributing to the development of housing strategies, and coordination of assignments. Provides program and housing decision advice and ensures compliance with organizational policies and federal, state, and local regulations. In collaboration with management, assesses, formulates, and evaluates programs, policies, and procedures. Decision-making is based on housing operations best practices; substantial housing operations experience; advanced knowledge of relevant federal, state, and local regulations; university policies, processes, and procedures; impact on housing programs, and student needs. Work is performed with minimal oversight focused on ensuring alignment with overall objectives. Handles multiple work priorities and may provide lead work direction with accountability for results.

In addition to duties performed by the Housing Operations Professional II, the Housing Operations Professional III typically performs the following duties:

- ◆ Utilizes specialized in-depth expertise to coordinate and administer unique programs and independently handle difficult and complex situations such as emergency and crisis response.
- ◆ Performs a broad spectrum of work. In collaboration with management, develops new and recommends improvements to policies, processes, and procedures.
- ◆ Creates and adjusts methodologies to meet changing policies and organizational focus areas.
- ◆ Provides strategic input on housing program development and processes.
- ◆ Designs comprehensive training programs on housing operations policies, practices, and procedures.
- ◆ Develops and maintains strong partnerships with various internal and external stakeholders to build revenue, foster residential life programs, and ensure the safety, security, efficiency, and compliance of housing operations.
- ◆ Collaborates and contributes to the development of budget and financial metrics for housing operations costs and participates in the negotiation of contracts with external vendors.

MINIMUM QUALIFICATIONS:

In addition to Housing Operations Professional II knowledge and skill requirements, work assignments typically require:

- ◆ Thorough and advanced knowledge and understanding of housing operations in order to build and maintain sound policies, processes, and procedures in order to provide excellent services to a diverse campus community.

- ◆ Demonstrated competence in independently applying advanced judgment to resolve difficult and complex problems and issues.
- ◆ Thorough and advanced knowledge and skill in applying and interpreting applicable regulations, standards, and guidelines. Ability to make recommendations for changes based on interpretations and principles of professional practices.
- ◆ Advanced analytical and organizational skills to organize, prioritize, and oversee housing operations, and successfully complete special projects within time and budget constraints.
- ◆ Advanced communication and interpersonal skills, including political acumen to build partnerships and communicate effectively across all employee groups (e.g. faculty, campus and system leadership, administrative staff) in a diverse environment. Ability to effectively present ideas and training.
- ◆ Advanced knowledge of higher education housing operations and management current best practices.

Experience and Education:

Equivalent to a bachelor's degree in a related field and four years of relevant experience. Additional experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. An advanced degree in a related field may be substituted for the required experience on a year-for-year basis.

DRAFT