



Job Title	Associate Director, Housing	Job Code	SD0319
Pay Plan	A&P	Pay Grade	19
Union	Non-Union	FLSA Status	Exempt
Job Family	Student Development & Enrollment Services	Union Code	0
		Subfamily	Housing & Residential Life

Job Family & Subfamily Summary

Student Development & Enrollment Services Professionals develop, implement, facilitate, and evaluate various programs focused on assisting students in successfully integrating into the University environment.

Housing & Residential Life Professionals are responsible for the direction of all residence hall operations for students. They may also administer off-campus housing programs.

Job Summary

Responsible for occupancy management, including direct oversight of the online housing application process, administering room assignments each semester, providing data interpretation to internal and external requests, and department -wide customer service initiatives. Interfaces with and speaks for the department with UCF and external agencies.

Representative Duties

1.

- Implements the occupancy management plan, forecast housing demand and occupancy, meet presidential goals of maximizing housing for FTIC students, implement long range planning on student housing needs
- Hires, trains, and supervises housing room assignments and call center staff
- Provides leadership in the development, testing, and implementation of online room assignments systems, research and implement new systems, create regular reports on housing occupancy, maintain housing and demographic data, train users and functional teams on housing systems, produce reports and queries for data requests as needed
- Develops and implements the room assignment plan each semester
- Manages housing agreements and cancellations and maintains waiting lists
- Oversees partnerships with special groups
- Develops policies and procedures for applicants with special needs
- Works with community staff of room changes and swaps
- Provides leadership and develops policies/procedures for department customer service and building management
- Ensures that department phone line and email are answered during regular business hours
- Maintains and oversees procedures for management of the Housing Administration Building and resources

Education, Experience, Skill Requirements		
	Required	Preferred
Education Level	Bachelor's	Master's
Certification(s)		
Licensure(s)		
Work Experience		
6+ years of relevant work experience 2+ years of leadership experience OR 4+ years of relevant work experience with a Master's Degree 2+ years of leadership experience		
Additional Requirements		

Physical/Environmental Demands
Standard office environment with no unique physical demands

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.