**Job Title:** **Housing Assistant**

**Classification: C4**

**Department: Office of Housing and Residence Life**

**Updated: December 2014**

**Job Summary:**

Coordinate and perform administrative and clerical duties to maintain efficient operation of the Office of Housing and Resident Life.

**Essential Functions:**

* Provide support for the Director and Associate Director including scheduling and managing of calendars, correspondence, and coordination and implementation of special projects.
* Assess and coordinate all student housing and dining charges, deposits and fees to students living in university housing.
* Answers inquiries requiring explanation and interpretation of established university policies and procedures. This includes meeting with students and visitors to explain housing/ dining charges and fees.
* Answer inquiries related to resident occupancy status, deposit status, and student collections.
* Provides information to students and prospective students, as well as to outside agencies and visitors, (examples: Health Services, landlords, and conferences).
* Monitor departmental FRS, reviews budget reports, and reconciles the reports with the department/office’s records.
* Assist with the processing of paperwork for Housing Office purchases (i.e. furniture, linens, mattresses, catering, t-shirts, etc.)
* Assist the Director with Health Services related projects, reports, and publications.
* Assist with scheduling and billing of GVSU guest condo and meeting space.
* Responsible for office management including the scheduling, training and development of clerical, temporary and student staff.
* Coordinate employment search processes and maintain employment records.
* Responsible for the selection and employment records of student employees.
* Compiles and logically formats statistical data, reports, materials for presentations and proposals, (examples: occupancy, resident enrollment status, and dining plans).
* Maintain, process, and manipulate data using word processing, database and spreadsheet software.
* Coordinates various events including special events and functions, (examples: landlord events, building dedications, and residence life programs).
* Maintain file of forms and contracts used in Housing Office.
* Develop, prepare, and/or compose responses to memos and correspondence requiring research, judgment and discretion; routinely writes, edits, and submits materials for internal/external communication. This includes housing contracts, publications, and marketing material.
* Liaison with phone office, cable TV provider, Health Services and local landlords.
* Assist Director and Associate Director with graduate assistant record keeping.
* Other related duties as assigned.

**Non-Essential Functions:**

* Process various university forms.
* May perform duties characteristics of lower level clerical office classifications on a limited basis.

**Required Qualifications:**

* High school graduate.
* Minimum of four years of work experience. Related college course work may be considered in lieu of some of the experience requirement.
* Demonstrated experience to successfully work under pressure and meet deadlines.
* Demonstrated experience to successfully maintain positive interpersonal relationships.
* Demonstrated experience to successfully operate office equipment.
* Demonstrated experience to successfully provide quality customer service.
* Demonstrated experience to successfully maintain satisfactory work performance and attendance records.
* Demonstrated experience to successfully handle multiple demands efficiently.
* Demonstrated experience in a supervisory capacity.
* Possess strong verbal and written communication skills.
* Demonstrated experience to successfully use various computer software applications.
* Demonstrated experience to successfully work independently, organize own work and coordinate work activities of others.
* Demonstrated experience to successfully perform mathematical calculations with speed and accuracy.

**Preferred Qualifications:**

* Bachelor’s degree.
* Higher education work experience.
* Supervisory experience.

**Supervision Received:**

Receives minimal supervision from a designated supervisor. Much of the work is self-initiated. Person is expected to function with considerable independence and apply appropriate policies and procedures within the assigned area of responsibility. .

**Supervision Exercised:**

Hire, train, schedule and coordinate the work of student employees and may act as lead worker to PSS staff members within the department/unit/division.

**Physical Demands:**

* To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Must have the physical stamina to work long hours and/or more than 5 days per week. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
* The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.