**Coord - Scho Hous & Res Conf**

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**Please see Special Instructions for more details.**

When applying you will be required to attach the following electronic documents: 1) A resume/CV; and 2) A cover letter indicating how your qualifications and experience have prepared you for this position. You will also be required to submit the names of at least three professional references, their e-mail addresses and telephone numbers as part of the application process. For additional information please contact: insert the contact name and information (include a mailing address if transcripts, student evaluations, licenses, and or certifications must be submitted) OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community. This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a criminal history check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in youth programs may have additional criminal history checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the criminal history check requirement.

**Position Details**

**Position Information**

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| **Department** | Univ Housing and Dining (MHD) |
| **Position Title** | Coordinator-Program Admin |
| **Job Title** | Coord - Scho Hous & Res Conf |
| **Appointment Type** | Administrative/Professional Faculty |
| **Job Location** | Corvallis |
| **Position Appointment Percent** | 100 |
| **Appointment Basis** | 12 |
| **Faculty Status** | Regular |
| **Tenure Status** | Fixed-Term |
| **Pay Method** | Salary |
| **Recommended Full-Time Salary Range** | $41,664-$70,704 |
| **Position Summary** | The Scholar Housing & Residential Conferences Coordinator is a professional faculty position responsible for the overall administration of the Scholar & Guest Housing program, which houses 150-200 academic scholars, interns, and guests throughout the summer and academic year. This position plays an integral role in ensuring visiting undergraduate and graduate scholars, researchers and interns transition to Oregon State University successfully and helps them thrive academically, personally, and socially, and to find a connection to the institution. The position ensures that the academic scholars, researchers and interns, as well as youth and adult conference guests throughout the summer through the Residential Conferences program, have a safe, welcoming, and healthy experience. This position supervises and works with undergraduate and graduate student staff to create a safe, educational, caring, and inclusive community in Scholar Housing and Residential Conferences spaces. An Assistant Director of Operations supervises this position.  This position serves as a member of the Residential Conferences team, as well as the Operations unit within University Housing & Dining Services. This position works predominantly with Scholar Housing and Residential Conferences programs but also has responsibilities within the overall unit. In collaboration with the Assistant Director of Operations, the Coordinator provides programmatic leadership to and manages the Scholar and Guest Housing program.  This position hires, trains, supervises, and assigns work to the Residential Conferences and Scholar Housing student positions. Exceptional customer service, attention to detail, and communication and relationship-building skills are necessary for success in this position. The position requires infrequent and unpredictable crisis response throughout the year to several facilities but at an even higher amount during the summer conference season in 10-15 facilities.  A personal and professional commitment to providing excellent customer service and creating inclusive environments is a core value of University Housing and Dining Services (UHDS). This position will adhere to all OSU and UHDS policies and procedures, and applicable laws both on and off campus. |
| **Position Duties** | 25% Supervision Advise, supervise, and provide programmatic and developmental support for the Scholar Housing student staff all year and Residential Conferences student staff during the spring and summer terms. Develop, execute and evaluate a comprehensive spring term training and continued developmental training throughout the summer for Residential Conferences staff and throughout the academic year from the Scholar Housing student staff. Recruits and selects student staff. Creates and revises position descriptions. Directs, assigns, and approves work of staff. Utilizes work management systems to assign and track work. Ensures student staff complete all employment paperwork. Processes monthly payroll. Evaluates staff annually. Creates and revises evaluation documentation. Maintains supervision files and documents performance issues. Recommends firing. Ensures staff are equipped with skills, training, and resources need to meet customer service standards and promote educational environments in their work and interactions. Responds to staff concerns in a manner that encourages open dialogue.  20% Scholar and Guest Housing Program Management Responsible for ensuring all aspects of the Scholar Housing Program are executed effectively and efficiently in spaces available for scholar housing within the UHDS inventory. Works with scholars to ensure an educational environment within Scholar Housing. Work with Assistant Director to develop strategic plan to maximize space and client needs while meeting unit and department needs related to Scholar Housing. Develops marketing materials and strategies to maximize space and client needs. Processes reservations, ensures proper documentation is on file, creates invoices, collects payments, and maintains billing records. Manages and maintains Scholar Housing website and reservation form. Schedules all space and dining based upon availability and needs. Coordinates all arrival and departure details and preparations with client and appropriate staff and ensures spaces are ready. Offers information about off-campus housing options if unable to meet client needs. Maintains inventory of apartment and room furniture and other supplies. Manages online deposit TouchNet system. Manages the relationship with the Human Services Resource Center and assigns all students participating in that program to the appropriate spaces. Serves as an advisor for student staff working with various academic scholars and interns. Provides information on group demographics, programming opportunities, and ways to best serve clients. Maintains, organizes, and updates client files (electronic and hard copy).  15% Customer Service and Logistics Coordination Provides all clients and partners with a central point of contact for Scholar and Guest Housing. Pursues consistent, open dialogue with all clients and partners to ensure a high level of satisfaction. Manages situations with clients and partners and supporting them while finding resolutions to the issues or concerns. Resolves or refers concerns or complaints to appropriate partners. Maintains familiarity with policies and procedures in order to address a variety of questions and concerns for clients. Maintains a working knowledge of the conference software to provide support in building and managing data. Trains staff on software. Meets regularly with Assistant Director and department partners to coordinate staff schedules and work to best meet the needs of clients and partners. Collaborates with dining, facilities, service centers, and conference staff to plan for conference arrivals and departures.  10% Crisis Management/Conflict Resolution  Provide coverage for 5,000 bed residence hall system during the summer for Residential Conferences. On call for any Scholar Housing crisis or response needs during the academic year. Completes crisis and on-call reporting paperwork. Provides on­call support during arrivals for Residential Education staff. On call hours are irregular and vary depending on the situation.  10% Relationship and Community Development Serve as a resource and referral agent for scholars social, academic, and identity development needs of academic scholars, researchers, and interns. Support and meet the needs of all scholars which come from various institutions, cultures, countries and background (e.g., international, Muslim, LGBT students) and assist student staff to do the same. Assist staff in creating an inclusive and welcoming environment. Utilize campus resources in meeting the needs of the academic scholars. Maintain knowledge and educates self in areas of diversity/social justice.  10% Facilities Inspections and Management Collaborates with Custodial, Building Services, and Facilities partners to ensure all physical spaces are ready for scholars and conferences. Additionally, works with Residential Education staff to ensure student rooms are ready for new occupants at the beginning of each term, including INTO OSU students. Works with INTO OSU Housing personnel to determine student arrival information. Manages Scholar Housing furniture and space inventory, providing suggestions for space upgrades and submitting any work requests for needed maintenance.  5% Teaching, Advising and Campus Engagement  Advise/supervise at least two Camp Scholar Interns from the College Assistance Migratory Program (CAMP) throughout the year as they have internships within the Operations unit. Provide on-campus housing support to High School Equivalency Program (HEP). May support the development and education of undergraduate and graduate students in the form of committee involvement, and/or being in the classroom. Collaborate with University, departmental, and community partners to help promote the success of the academic scholars, researchers and interns while they are staying on campus.  5% Other duties as assigned  Assists with residence hall opening and closing, completes special projects, serves on committees, and completes other duties as assigned. |
| **Minimum/Required Qualifications** | Typically Bachelor’s degree or equivalent combination of education and experience required.  Additional Qualifications  Bachelor’s Degree in field related to assigned responsibilities.  Minimum of two years of experience in Housing or Residential Life.  Demonstrated staff supervision skills.  Demonstrated knowledge and/or experience required to manage crisis response.  Demonstrated ability to establish and maintain partnerships with university staff and faculty.  Must have experience with information management systems, report generation and information auditing, maintaining data bases, and producing memos and correspondences.  Ability to manage multiple priorities and timelines within an environment of frequent interruptions.  Ability to foster an environment for a staff that encourages high level of customer service and performance.  Ability to demonstrate personal support of a diverse living, learning and work environment.  A demonstrable commitment to promoting and enhancing diversity.  This position has daily, direct contact with customers, so it requires good oral and written communication skills.  Basic competence with technology (e-mail, word processing, spreadsheets and databases).  Must be able to prioritize assignments and have multiple tasks and projects in progress at any one time.  This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a Criminal History Check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in Youth Programs may have additional Criminal History Checks every 24 months.  Pursuant to Oregon Law and UHDS Policy, this position is required to maintain current Cardiopulmonary Resuscitation and Automated External Defibrillator (CPR/AED) certification (if cognitively and physically able to do so). Annual training is provided at department expense. Duty to act ends at summoning professional emergency assistance. |
| **Preferred (Special) Qualifications** | Master’s Degree in Higher Education Administration, Student Personnel, Counseling Leadership, Education, International Studies, Hospitality or Hotel Management, Business or a closely related field.  Professional experience outlined above in College or University Residential Life/Housing/Conferences/Student Affairs setting (GTA or equivalent experience may qualify).  Experience working with an on-campus housing system. |
| **Working Conditions / Work Schedule** | This position requires weekend, evening, and early morning time commitments, on-call responsibilities, as well as supervisory work and advising as needed with academic scholars, student staff and other professional staff within UHDS. During the summer conference season this position works an irregular schedule with attendance expectation of 40+ per week, including many nights and weekends. One week during breaks prior to the start of the term during an international student arrival there can be significant night and weekend work. In addition, this position serves in an on­call role for the Residential Education Professional Staff Member on duty.  This position is deemed essential and the incumbent is expected to contact his/her supervisor (or Person In Charge) by phone during inclement weather, emergency and other University work curtailments or closures to determine if she/he must report to work. |
| **This position requires a clear and unambiguous commitment to compliance of all National Collegiate Athletic Association (NCAA) regulations for Division I (FBS) universities.** | Yes |

**Posting Detail Information**

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| **Posting Number** | P01833UF |
| **Number of Vacancies** | 1 |
| **Anticipated Appointment Begin Date** | 02/01/2018 |
| **Anticipated Appointment End Date** |  |
| **Posting Date** | 12/26/2017 |
| **Full Consideration Date** |  |
| **Closing Date** | 01/22/2018 |
| **Indicate how you intend to recruit for this search** | Competitive / External - open to ALL qualified applicants |
| **Special Instructions to Applicants** | When applying you will be required to attach the following electronic documents:  1) A resume/CV; and  2) A cover letter indicating how your qualifications and experience have prepared you for this position.  You will also be required to submit the names of at least three professional references, their e-mail addresses and telephone numbers as part of the application process.  For additional information please contact: insert the contact name and information (include a mailing address if transcripts, student evaluations, licenses, and or certifications must be submitted)  OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community. This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a criminal history check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in youth programs may have additional criminal history checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the criminal history check requirement. |

**Supplemental Questions**

Required fields are indicated with an asterisk (\*).

**Documents Needed to Apply**

**Required Documents**

1. Resume
2. Cover Letter

**Optional Documents**

1. Other Document 1 (see Special Instructions)