**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Occupancy Management Coordinator

**Job Number:** A-163

**NOC:** 1224

**Band:** 8

**Department:** Housing Services

**Supervisor Title:** Manager, Operations

**Last Reviewed:** November 21, 2017

**Job Purpose**

The Occupancy Management Coordinator is responsible for the residence admissions, assignments, and occupancy management for over 1,500 undergraduate and graduate bed spaces. The incumbent is responsible for the maintenance, and effective utilization for all aspects of the StarRez housing management system. In addition, the incumbent works within StarRez to setting up space allocation and room selection procedures, assigning students, collecting and analyzing assignments data and generating occupancy reports to inform department decision making. The incumbent plays a key role on the Housing Services team, and oversees the work of the student staff in their area.

**Key Activities**

**Admissions & Assignments 25%**

* Under the general direction of the Manager, Operations, develop, implement, and evaluate annual and on-going room selection/assignment processes for undergraduate and graduate residences
* Manage and coordinate all room assignments and changes in the residences and communicate/resolve problems in accordance with established procedures. Interpret and apply procedures and make decisions on assignments with attention to the student experience and maximizing occupancy
* Assist students, parents, and staff with concerns and policy interpretations; respond verbally and/or in writing to inquiries or concerns and resolve situations of non-routine nature
* Design and execute processes associated with checking into and out of assigned spaces
* Coordinate timelines and project plans for each application and admissions process
* Manage student records in StarRez
* Implement the room transfer request and reassignment process, including communicating with College Residence Life Coordinators and students on related needs, and working with the Financial Officer regarding student billing adjustments
* Coordinates the rescind and room cancellation/ withdrawal processes and refers any fee appeals to the Manager, Operations for review.
* Serve as primary contact for College Residence Life Coordinators in relation to room transfers utilizing developmental principles, ensuring processes are applied consistently, and independently making exceptions to processes when appropriate
* Coordinate the residence accommodation request process including collaborating with Student Accessibility Services, Foodservices, and other campus partners to ensure students are assigned and accommodated appropriately
* Coordinate all early arrival and late stay processes
* Makes recommendations for procedure changes to Manager, Operations

**Occupancy Management & Reporting 25%**

* Under the general direction of the Manager, develops, revises and implements agreements for residence beds for group bookings (e.g. Trent International Program, Athletics, etc.)
* Receives and reviews requests for exceptions to the contract or lease agreements, referring formal appeals to the Manager, Operations
* Collect data pertaining to occupancy and institutional enrollment goals, providing accurate data to the Manager for use in forecasting
* Collect and analyze data and develop reports on assessment findings
* Distinguish reporting needs between various groups and functional users to prioritize and deliver needs accordingly
* Exchange information with other campus partners who’s work impacts occupancy (e.g. Admissions, Recruitment, Foodservices, Financial Services, etc.).Identify changing factors within occupancy management and communicate trends upwards
* Under the general direction of the Manager, Operations, coordinates the expanded occupancy housing process including date-dependent temporary assignments, communication, and reassignment to permanent space as it becomes available
* Track function use of space to ensure timely and accurate audits with minimal effort that capture maximum occupancy
* Prepare and distribute daily and weekly statistical reports for use in operational decision making, budgeting, recruiting, programming, etc.

**Housing Management System 20%**

* Serve as the primary administrator for the StarRez housing management system
* Work extensively with StarRez housing information system to set up and maintain modules, and reporting
* Manage all software updates and upgrades, ensuring coordination with campus partners and software provider
* Lead the implementation of new modules, including adding data and information into the system, conducting system tests, and deploying the software once testing has completed
* Troubleshoot issues expressed by users and administrators, communicating with and managing StarRez and IT tickets as necessary
* Receives requests from department users for modifications, tracks requests, and processes requests with service provider
* Administer security settings and user access for department users and internal partner users, in accordance with established procedures
* Manages the accuracy of information contained in the system by running periodic audits
* Responsible for all annual administrative updates to the system including but not limited to updates to the application and admissions, billing and fee, facilities and student conduct information and the student portal
* Work with the Financial Officer to build fee and billing tables within StarRez to ensure smooth transfer of information to Datatel
* Perform detailed documentation of the occupancy management processes and provide opportunities to automate tasks where applicable
* Write and implement SQL scripts in StarRez for use by data subscription module to assist in automating tasks
* Analyze and implement technological systems and processes for all assignments and business process in StarRez
* Perform detailed documentation of the housing management system processes and recommend to Manager, Operations where opportunities are to automate repetitive tasks Run diagnostic queries and reports to proactively identify and resolve data, process and/or system functionality issues

**Communications 10%**

* Coordinate all correspondence with regarding residence admissions and assignments, fees, availability and general questions regarding residence to ensure that students and stakeholders receive accurate, up-to-date information
* Coordinate the creation and distribution distribute of all departmental promotional materials and publications including but not limited to the Housing Services website, departmental postcards and brochures and the residence guidebooks
* Coordinate with copywriters and graphic designers as required
* Regularly update and manage the web pages for Housing Services
* Responsible for providing edits and up to date information on residence for other department’s materials (e.g. the Registrar’s Office, Recruitment, Orientation, etc.)
* Meets with students and/or parents for a variety of reasons including but not limited to requests for changes in residence or meal status, and/or being the first contact for a student bringing a personal crisis to the attention of the university
* Coordinates residence administrative portion of move in day

**Occupancy Team 10%**

* Supervises 2-4 student Residence Occupancy Assistants
* Hires, trains, assigns tasks and schedules work to ensure that all employees are consistent with policies and procedures in the office

**Other 10%**

* Upholds residence agreement and policies when necessary
* Participate in planning and execution of move in/move out processes, working collaboratively with housing services staff
* Be knowledgeable of emergency response procedures and implement as required
* Provides assistance to the Housing Services main office when needed
* Participate in departmental meetings and committees as required
* Other duties as required

**Education**

University Degree (4 year).

**Experience Required**

1. Two years of experience related to occupancy management, residence or university admissions, or database management in a housing setting required.
2. Experience working with StarRez housing management system is required.
3. Basic knowledge of SQL is preferred.
4. Experience with report writing and data analysis preferred.
5. Superior skills working with Microsoft Access, Excel, Publisher, PowerPoint, Word;.
6. Understanding of Freedom of Information and Protection of Privacy Act and implementation.
7. High degree of accuracy, efficiency, skills in proof reading; patience with auditing and repeated review of details.
8. Good communication skills; experience in customer service and dealing with difficult customers.
9. Demonstrated ability to work independently and as part of a team.
10. Supervisory experience and/or office management experience is an asset.
11. Ability and willingness to do public presentations.
12. Understanding of the residence experience for students.

**Responsibility for the Work of Others**

Direct Responsibility

* 2-4 Student Employees

Indirect Responsibility

* Provides training on StarRez system to Housing staff

**Analytical Reasoning**

Reporting

* Occurs weekly
* Builds reports and runs reports within StarRez
* Develops spreadsheets to track information in relation to historical data
* Develops graphs and charts to visual demonstrate trends, as needed
* Distributes reports to various individuals noting any anomalies, concerns, or changes in week over week data

Assessing vacancies & assigning rooms

* Occurs regularly throughout the year
* Identifies vacancies in housing stock and examines all annual occupancy contracts and leases to determine reassignment priorities
* Independently prioritizes assignments to ensure student satisfaction and maximize revenue
* Executes assignments within software
* Communicates any changes including financial concerns with students and parents
* Collaborates with Facilities Coordinator and Financial Officer to process changes to keys and student accounts

Residence accommodation requests

* Occurs regularly each summer and sporadically during the academic year
* Reviews individual accommodation request forms, interprets procedures and guidelines, and consult with any stakeholders as appropriate (e.g. Student Accessibility Services, Foodservices, etc.)
* Ensure appropriate accommodations are made in accordance with forms; follow up with student to clarify any information as needed
* Communicate with students about the status of their request (e.g. incomplete forms/information)
* Liaise with Housing Facilities and Residence Life regarding set up of any rooms and specific accommodation needs
* Assign students as appropriate

**Decision Making**

* Regularly
* Incumbent is able to easily understand technology and make adjustments to systems to better the student experience and ensure efficiency and effectiveness
* Incumbent identifies and works with others in Housing to make recommendations for changes to business practices to ensure revenue is maximized, and operation is efficient and effective
* Incumbent implements new system modules, leading the process, examining business practices, and recommending changes to others
* Incumbent acts independently and requires limited guidance or assistance in the handling of daily tasks (e.g. collecting and analyzing data)
* Incumbent is able to independently build relationships and communicate clearly and effectively with staff in various departments

**Impact**

* Failure to maintain accurate records of bed counts may result in improper budgeting affecting the operation negatively. Housing is funded by ancillary fees derived from beds.
* Failure to appropriately assignment rooms may impact ability to house students, student satisfaction, retention, and institutional reputation.
* Failure to communicate with departmental and internal stakeholders when necessary could impact student move in, safety, revenue collection, and student satisfaction

**Communication**

**Internal**

* Communicating for the purpose of exchanging information, decision making, etc.
  + Housing Services professional and student staff
  + Enrolment Services, Admissions & Recruitment staff
  + IT, Conferences, Foodservices, Card Office, Finance, Colleges, and Risk Management staff
  + Residence students
  + Other university staff and faculty in the course of daily interactions

**External**

* Communicating for the purposes of exchanging information, decision making, negotiation, addressing concerns, etc.
  + StarRez and other vendors
  + Contractors and vendors
  + Prospective students and families

**Working Conditions**

* Must be able to work evenings and weekends where required (frequent through mid-August to mid-September, early January, mid-April to mid-May)
* Significant computer use; Significant portion of the day is spent reviewing data and systems at the computer
* Frequent interruptions