**Department of Human Resources**

**Exempt Job Description**

**Job Title:** Manager, Operations

**Job Number:** X-337

**Band:** 6

**NOC:** 0632

**Department:** Housing Services

**Supervisor Title:** Director, Housing

**Last Reviewed:** March 31, 2017

**Job Purpose**

Reporting to the Director, Housing, the Manager, Operations provides primary leadership for the business operations relating to residence occupancy management, and facilities for Housing Services The incumbent works to ensure that business processes, systems, and procedures operate in a manner consistent with departmental and university goals and priorities. The Manager provides oversight to residence admissions and room assignments processes, coordination and purchase of facilities related items, providing leadership to transition periods, communication with residence students, systems used by team members, and analysis of occupancy and facilities related data for use in decision making by the Housing leadership team. The incumbent is part of an on call rotation with the Manager, Residence Life & Education.

**Key Activities**

**Occupancy Management 30%**

1. Develops the strategy and goals for and leads the team in enacting strategies for ensuring the effective and efficient operation of business practices relating to occupancy and operations in support of student recruitment, success, and retention
2. Oversees the occupancy management, residence application, admissions, and room assignments processes including development of processes and policies and supervising day to day implementation
3. Oversees the room assignments and transfer processes for students moving into Residence
4. Implements, plans, and monitors enrolment/occupancy strategies for residence, in consultation with the Director, ensuring occupancy targets are met
5. Manage and record all building capacities and admissions numbers for the department which includes an accurate reflection of expansion and contraction possibilities as well as flexibility in the buildings
6. Interprets contracts and policies to make decisions including those that may affect a student’s eligibility for, or contract with the department
7. Collaborate with campus partners, including but not limited to Student Accessibility Services and Foodservices, to develop processes for working with students requesting individualized accommodations
8. Establishes and communicates important dates and processes for various student occupancy terms and contracts
9. Consults on and revises occupancy agreements and contracts, for approval by Director, in accordance with best practice and legislation
10. Provide leadership on technological advances for processes and systems

**Facilities 25%**

1. Develops short term facilities renewal plans to support students living in residence
2. Oversee all facilities processes, hearing student appeals on facilities related damage concerns
3. Oversees appropriate coordination of projects and address concerns regarding residence facilities
4. Oversee the procurement of furniture/equipment purchases, and basic renovation projects managed through Facilities Management
5. Oversee related contracts and takes action as appropriate (e.g. Coin-o-matic, Cogeco, Nexicom, etc.)
6. Ensures that documentation of department’s inspection checklists, incident reports, staff training and policies and procedures are maintained
7. Develop and maintain processes related to vandalism, damage assessment, and turn over processes
8. Analyze facilities related data and advises Director
9. Assists the Director in developing long-term plans for facilities renewal
10. Oversee the coordination of all term transitions and student moves to ensure that residence rooms are in excellent condition students and conference guests
11. In partnership with Risk Management, ensures that health & safety audits of residence facilities are completed

**Administration, Systems, & Analysis 25%**

1. Oversee the use of the StarRez system, ensuring maximum utilization of the software and efficient and effective business operations
2. Manage and oversee the implementation of new StarRez modules, including making decisions on the purchase of new modules as needed
3. Responsible for analysis of occupancy trends and key benchmarks
4. Provides current and projected occupancy data reports to Director and implements recommendations to ensure occupancy and budgetary targets are met
5. Generate regular statistical reports for the department and key stakeholder’s data, historical data, and other factors
6. Develop and analyze facilities surveys and focus groups as required
7. Assess operations, implementing changes where efficiencies can be made
8. Monitors and hears appeals related to facilities, assignments, refunds, or administrative processes
9. Oversees the operation of all keys, key systems and access guidelines related to student residence
10. Assists with developing and reviewing departmental policies and procedures to ensure compliance with operational requirements and legislation
11. Assists with developing processes and supporting documents to guide the development, consultation, and implementation of key department and university policies
12. Maximizes utility of internal department systems, to support communication between university and departmental systems and stakeholders
13. Oversees departmental publications and communication tools for use with current and prospective students
14. Provides support to staff by drafting key messages and speaking points for events, processes and emergencies
15. Prepares documentation for annual reports and for publication by university personnel and external partners
16. Develop and maintain relationships with campus partners critical to student success – Recruitment & Admissions, Marketing & Communications, Student Transitions & Careers, Financial Services, Facilities Management, etc.
17. Represent Housing Services on university committees as needed, including sub committees of CASSC
18. Leads move-in day and move-out process coordination, ensuring stakeholder consultation
19. Oversees software, advertising, and facilities budgets totaling $1,000,000 annually within the established budget
20. Resolves issues, concerns, complaints from challenging situations and makes referrals when appropriate

**Human Resources 15%**

1. Directly supervises residence occupancy and operations OPSEU staff and indirectly responsible for the student staff under their purview
2. Responsible for hiring, training, supervising, evaluation, and coordinating the work and time off of the OPSEU staff under their purview
3. Ensure that staff are well versed in housing trends, data relating to residence operation, institutional goals and needs
4. Develop and implement staff development plans
5. Plans, prioritizes, and manages the work of employees, providing strategic and tactical advice, guidance, and coaching
6. Establish recruitment, selection, training and supervision practices for student staff under their purview

**Other 5%**

1. Assists with move in/out of residence students
2. Addresses issues and/or concerns raised by current and prospective residence students and their parents/supporters
3. Facilitate and participate in weekly/biweekly staff meetings
4. Participates in an on call rotation with the Director, Housing for responses to emergencies such as suicide, students emotional or physical crisis, safety threats to persons or buildings, and to provide guidance and support after hours to the professional residence life and education staff as needed
5. Respond to after-hours emergencies and assists in response to crisis in college residences
6. Collaborates with Trent University Campus Security, the Wellness Centre, and other university services
7. As needed, takes on the role of Acting Director, Housing in Director’s absence
8. Other duties as assigned

**Analytical Reasoning**

Analysis of data related to occupancy trends, and projections

* Providing longitudinal application and occupancy data and reports with interpretation for others (e.g. Director, Manager, Residence Life & Education, staff under their purview, Admissions) to clarify impact on residential communities and institutional recruitment goals

Assessing issues of student safety and well-being (on an ongoing basis through on call)

* Responses to on-call emergencies that may involve issues such as suicide, students emotional or physical crisis, safety threats to persons or buildings (e.g. violence, fire, or floods)

**Decision Making**

* Responsible for ensuring residence occupancy is maximized and budget targets are met
* Responsible for monitoring residence applications and making decisions relating to student eligibility
* Responsible for working with Student Accessibility Services and Foodservices to create processes to address accommodation concerns for students and ensure appropriate residence room assignment in alignment with legislation
* Development of processes for determining residence eligibility
* Makes decisions regarding student appeals relating to residence application, admissions, refund, and facilities related processes
* Independent decision-making is expected, particularly in after-hours on call emergency response, process development, and assessing student cases for refunds
* In the on call role, prompts the intervention of the Director, Housing in matters pertaining to student support that go beyond the scope of this position (e.g. major mental health concerns, student death, etc.)

**Impact**

* Unfair interpretation of residence room assignments and eligibility requirements and/or unhelpful attitudes to students and families or supporters produces a poor residence experience for students and could result in damage or impair the reputation of Trent residences and affect recruitment efforts
* Failure to accurately develop plans for furniture purchases could have a short-term negative impact, particularly if there are financial implications resulting in a paying for additional services to rectify issues, or moving students to other locations
* Nonresponsive actions to a concern regarding student wellbeing in their room assignment/facility could have a significant impact on individual students, the residence community, staff, and institutional reputation

**Education Required**

1. Honours university degree (4 year) required in Business Administration. Master’s degree preferred.
2. Certification in areas such as ASIST, Mental Health First Aid and/or Conflict Resolution an asset.

**Experience Required**

1. A minimum of two years full-time housing professional and/or student life experience in a post-secondary environment is required.
2. In-depth understanding of StarRez including reporting systems.
3. Demonstrated understanding of the Residential Tenancies Act.
4. Demonstrated understanding of residence assignments and facilities processes.
5. Ability to manage multiple projects at once.
6. Excellent report writing, communication, and presentation skills.
7. Excellent verbal, written, and cross-cultural communication skills.
8. Demonstrated ability to interpret a variety of procedures, policies, and practices in decision making.
9. Excellent statistical analysis skills, including the ability to develop reports for a variety of stakeholders
10. Demonstrated ability to exercise good judgement, creativity, initiative, and sound-decision making.
11. Experience in managing emergencies, including immediate responses to individual and community concerns.
12. Ability to train, motivate, and lead a team of full-time and student staff.
13. Ability to interact and work with a wide variety of individuals.

**Responsibility for the Work of Others**

**Direct Responsibility for the Work of Others:**

Direct responsibility, including the supervision, hiring, training and evaluation for:

* Occupancy Management Coordinator (1)
* Residence Steward (1)
* Facilities Coordinator (1)

**Indirect Responsibility for the Work of Others:**

Indirect responsibility, including overseeing the hiring, training, evaluation and on-going supervision of:

* Residence Student Assignments Assistant (2)
* Residence Student Facilities Assistant (1)
* Residence Service Centre Student Assistant (15)

**Communication**

Internal:

Communicating for the purpose of exchanging information, decision, making, etc:

* Financial Services
* Foodservices
* Facilities Management
* Student Accessibility Services
* Counselling Services
* Information Technology
* Students, Cabinets, and TCSA
* Trent International Program
* Other student service departments

External:

Communicating for the purpose of exchanging information, decision-making, negotiation, etc.:

* Residential Development Corporation administrators
* StarRez Project Managers and support
* Other vendors as selected
* Professional organizations and senior housing staff at other institutions
* Prospective students and families/supporters

**Motor/ Sensory Skills**

* Required computer skills for residence software and administrative duties
* Ability identify messages and cues (clear and unclear) from students in distress
* Standing/walking (rounds of the buildings as necessary)

**Effort**

Mental:

* Ability to multi-task and prioritize numerous tasks
* On call to respond to student and staff issues in college residences
* Job is emotionally demanding and draining (e.g. sharing non-eligibility for residence with students, working to address student and parent/supporter concerns)

Physical:

* Long hours, sleep interruptions
* Work on some evenings/weekends

**Working Conditions**

Physical:

* As a result of on call, work is in multiple locations which can be disruptive
* Must be able to work evenings and weekends where required (frequent through mid-August to mid-September, early January, mid-April to early May)
* Frequent interruptions by concerned/upset individuals

Psychological:

* As a result of the nature of the support that needs to be provided to students/referred to students through on call, the position is emotionally demanding and can be draining