

Illinois Institute of Technology

Housing Services

Job Description: Operations Coordinator, SSV & MSV

Proposed Effective Date: May 20, 2007

General Summary

Reporting to the Assistant Director, the Operations Coordinator (OC) is a full-time professional staff member. The OC works in a housing area and has day-to-day facility responsibilities for identifying and responding to facility issues and projects. The OC is also responsible for the contractor/vendor oversight and building repairs.

The Operations Coordinator will focus on McCormick Student Village and State Street Village.

Housing Services is focused on providing excellent housing facilities and is committed to delivering good customer service. All staff will listen with respect, use sound judgment and respond in a positive, courteous and timely manner to residents needs.

Principal Duties and Responsibilities

1. Identify and respond to student housing facility issues, report concerns and act on facility issues that occur. Respond to resident concerns and needs in a timely and courteous manner. Perform frequent inspections of assigned facilities. Report any damages, cleaning issues or inoperable equipment. Coordinate efforts with key campus partners such as Facility Operations and Residence Life. (30%)
2. Coordinate and conduct regular room/apartment inspections (at a minimum each semester). Inform residents of problems identified. Provide summary of findings. Submit work orders as needed. Perform administrative functions such as processing paperwork, organizing files, updating student room and apartment files and other tasks as needed. (20%)
3. Coordinate the building's opening and closing procedures relative to facility use. (10%)
4. Compile and monitor University Assets, including but not limited to: furniture, fixtures, equipment and supplies. (10%)
5. Follow-up with Facility Operations on any outstanding work order requests for which further clarification is needed. Address student issues relative to facility misuse. Identify building damages and coordinate posting of charges. (10%)
6. Coordinate and administer the housing accommodation portion of the Summer Conference program. (10%)
7. Assist with department wide marketing efforts for campus housing properties. (5%)

8. Other duties as assigned by Housing Services management staff. (5%)

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Bachelor (4 year) degree required or Associate (2 year) degree with 2 years work experience;
Ability to organize several projects and tasks with multiple deadlines;
Ability to effectively interact with resident students and their guests;
Ability to communicate effectively in written and verbal form;
Appreciation for and commitment to multiculturalism;
Previous facility and/or housing experience preferred.

POSITION QUALIFICATIONS:

The OC is a full-time, non-exempt position.

This is a live-on position. University Housing accommodations are provided as a part of this position.

The OC will carry and respond to a Housing Services pager, as assigned during the duty rotation schedule.

As with all Housing Services staff, additional hours may be needed to open and close the residence halls (typically the first and last week of each semester). Dates and times to be scheduled well in advance.