



University Housing

Facilities Coordinator Position Description

revised 02/08/2011

Job Purpose

The Housing Facilities Coordinator works closely with other departmental professionals in the management of a comprehensive housing program serving more than 2,000 residents. The Housing Facilities Coordinator will provide leadership in managing all building and systems operations and has primary responsibility for day-to-day coordination of facility-related operations within residential areas. This position serves as a member of the central leadership team and is responsible to oversee and liaison with those who maintain year-round occupancy preparations, preventive maintenance, facility work orders, custodial services and other operational functions such as key management, door reader systems, life/safety systems and procedures, and integration with other campus systems and processes.

Essential Responsibilities

1. Coordinates daily residential inspections maintains inspection documentation. Performs any necessary follow-up with Plant Operations and residence hall staff. Liaison with custodial staff and contractors on turnover progress, community concerns, resolution of cleaning concerns identified by residence life staff and/or during building walkthroughs. Attends facilities-related meetings as well as serves on a variety of committees, projects and programs within the university community.
 2. Prepares residential facilities for hall opening/closing transitions including, but not limited to, training, supply ordering, staff apartments and follow-up. Trains residence hall staff on residence hall opening/closing, transitions, facilities management, fire safety and housing administration topics.
 3. Supervises daily operations of The Village front reception desk, ensuring up to 10 office assistants are working appropriate hours, assisting with reprogramming of resident cards, maintaining the safety and security of resident information/files. Responsible for accepting packages from various mail carriers, package distribution to residents, logging the appropriate packages and verifying residency of residents. Coordinates check-out appointments with residents at the end of each academic term.
 4. Manages furniture and appliance inventory for residential facilities and makes purchasing recommendations and assists in ordering additional inventory as needed. Functions as contact person for furniture deliveries and replacement, as well as oversee renovations and projects within residential facilities.
 5. Responsible for the administration of the departments Computerized Maintenance Management System (CMMS) to include data accuracy, coordinating program updates with Plant Operations, database management, and working toward continuous improvement. Assists Plant Operations in prioritizing and streamlining the completion and follow-up of work order requests. Responds to student residential custodial and facilities inquiries/concerns.
 6. Coordinates, in conjunction with the Assistant Director of Sustainability and Sustainability Council / Green Fee Committee, departmental recycling initiatives.
 7. Assists the associate director of operations with card access system and oversees the key system including monthly key audits. Ensures an accurate record of all keys assigned to departmental staff.
- Knowledge/Skills and Abilities**
1. General knowledge of office management techniques.
 2. Working knowledge of facilities maintenance and operations.

3. Demonstrated ability in integrated logistical planning of facilities-related projects. Skill in planning and coordination of complex assignments and projects across multiple organizational units.
4. Knowledge of space utilization practices and physical inventory procedures.
5. The ability to schedule and supervise a team of student/temporary employees. Ability to train employees which include organizing, prioritizing and scheduling work assignments.
6. Ability to effectively communicate with a variety of constituents both verbally and in writing, including the delivery of presentations.
7. Ability to organize workflow and coordinate activities within the office and other departments.
8. Skill in negotiating and administrating contracts.
9. Strong computer skills to operate various technical computer systems. Proficiency in Microsoft Office software to include Word, Excel, PowerPoint and the Internet.
10. Strong interpersonal skills, including an ability to analyze and solve problems. Ability to establish and maintain professional working relationships with staff and students. Ability to interact with diverse constituents (including parents, faculty and staff).
11. Ability to interpret policy and procedures established by the university, including knowledge of contract documents, specifications, compliance and product/service quality.
12. Skill in budget preparation, general accounting principles, fiscal management and records maintenance.
13. Skill in examining and revising operations and procedures.
14. Ability to work weekends and evenings as assigned.
15. Proven ability to work as a team member, but also make effective independent decisions and follow through on assignments.
16. The ability to perform specialized technical work involving data collection, data analysis evaluation and troubleshooting.
17. The ability to work under pressure and handle stressful situations
18. Strong customer service skills
19. Attention to detail.

Minimum Qualifications

High school diploma or GED. One to three years of experience in accounting, customer relations, inventory, purchasing and scheduling work management. Valid driver's license with a good driving record; must be insurable and successfully complete of university-sponsored Driving Training.

Preferred Qualifications

Bachelor's degree. Four or more years of related work experience.