



DATE ISSUED: 09/05
FLSA: Non-Exempt
PTO: COVS

JOB DESCRIPTION

TITLE

Housing Assignments/Accounts Coordinator

JOB SUMMARY

Serves as the principal administrative support to the Assistant Director for Administrative Services. Responsible for the coordination of the daily activities of the assignments area of the Housing Office including processing Housing and Food Service applications, billing and collections, and developing and maintaining statistical reports. This position performs highly responsible and confidential duties as well as determining production methods, schedules, and priorities. Work is performed under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Assistant Director of University Housing for Administrative Services

Supervises: No supervisory responsibilities

PRIMARY DUTIES - May include, but not limited to the following:

Coordinates Housing-Food Service application process.
Provides a broad range of policy and procedural information to prospective residents, parents, housing employees, and various faculty and staff.
Implements accounts receivable process maintained on two computer systems.
Provides input and assistance to senior staff concerning planning, analysis, policy development, and implementation of processes and procedures.
Provides supervision and training to subordinates or new employees.
Develops and maintains the computerized Residence Hall assignments and reports using the three computer systems operated within Housing and Food Services.
Supervises occupancy records management.
Initiates tenant disciplines or evictions.
Provides input on marketing strategies to maximize housing occupancy.

Audits building records regarding information and documents relating to resident occupancy. Serves as a member of the team who reconciles deposits, verifying accuracy of account number, social security numbers, and amounts and ensures that a deposit is made daily to the Bursar's Office.

Works with residents (either in person, by phone, or by email) regarding concerns with their assignments or Housing charges.

Prepares formal 12th/6th class day occupancy reports each semester (term) comparing percents of increase or decrease with the corresponding semester from the previous year.

Maintains accurate up-to-date resident files for the assignments area.

Coordinates the Guest/Commuter/Conference housing accounts receivable process.

Participates in the development and update of departmental policies and procedures.

Serves as a University public relations representative with students, staff/faculty, parents, and the general public.

ADDITIONAL DUTIES

Performs other duties as requested.

EDUCATION

High school diploma or equivalent required. Bachelor's degree preferred, especially with background in higher education, accounting, marketing, and office experience.

EXPERIENCE

Six years experience with systems, computers, and office management.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Effective decision making skills.

Strong analytical, customer service and organizational skills.

Comprehensive knowledge of computer systems.

Accounting or bookkeeping background.

Ability to multi-task.

Ability to work effectively with a diverse clientele.

Effective leadership and supervisory skills.

Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgement based on an understanding of organizational policies and activities.

Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to communicate effectively - orally, by phone, in person, and in writing.
Ability to use a personal computer and other office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must be able to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 50 pounds. Specific vision abilities include ability to distinguish the nature of objects by using the eye.

WORK ENVIRONMENT

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. While performing the duties of this position, the employee may be required to travel.

SAFETY

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the

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differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.