

Housing Assignments Coordinator

Reporting to the Associate Dean of Students for Campus Life within the Division of Student Development, the Housing Assignments Coordinator is responsible for maintaining seamless housing operations and providing exceptional customer service that supports the residential college experience.

Specific responsibilities include:

- Maintain a housing management system (Housing Director-Adirondack Solutions) to ensure accurate occupancy/capacity/billing information and a seamless student experience.
- Facilitate housing application and housing assignment process.
- Oversee and provide leadership for the implementation of check-in and check-out processes including room condition form completion.
- Oversee room changes, coordinate key changes, continuously update housing rosters to reflect changes.
- Track damage billing, fines, assessments, and lost key charges.
- Serve as the liaison and collaborate with campus departments regarding housing facilities, business processes, and deadlines.
- Serve as one of three first-level staff in an on-call after-hours duty rotation.
- Perform other duties as assigned.

Desired qualifications:

- Bachelor's degree required; master's degree in student affairs or related field preferred.
- Experience in a housing or residence life setting.
- Enthusiasm for working with technology, and the demonstrated ability to learn new programs quickly.
- Excellent interpersonal and customer service skills with an ability to establish rapport with stakeholders including students, parents, and staff.
- Demonstrated initiative and the ability to work both independently and as a member of a team.
- Desire to work with college students, particularly students from traditionally underrepresented populations (i.e., first-generation students, students from low-income households, students of color and/or LGBT students).

Compensation includes an on-campus (optionally furnished) two-bedroom apartment.

To apply, please send cover letter, resume, Employment Application (found at www.knox.edu) and the names of three professional references to Human Resources at hr@knox.edu.

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