



Date Prepared: 4/4/2017
Position Title: Area Coordinator
Classification/Code/Range: Exempt, At-will
Percent/Term: 100%,
Department: Housing and Residential Life
Supervisory Duties: Student staff
Position Reports to: Assistant Director for Facilities and Planning

AREA COORDINATOR

Key Responsibilities:

The Area Coordinator is a full-time, 12-month live-in position in the Department of Housing and Residential Life at Eastern Washington University. The Area Coordinator is responsible for the overall administration of our suite style residence hall and apartment complex consisting of 250 residents, the selection, supervision, and training of 4-8 residence life staff that includes community advisors and office workers as well apartment staff. This position provides leadership, guidance and support and management to the residents living in suites and apartments to build positive and inclusive communities, foster opportunities for student growth, and outreach to the campus resources that allow students to be successful.

As the primary on-campus professional, the Area Coordinator performs "essential functions" and is required to report to work during emergencies and university closures. These staff members participate in an "on-call" rotation for the 24 hour per day, 365 day per year operation. This position requires significant weekend, evening, and early morning time commitments.

Major Duties and Responsibilities

Supervision/Training (20%)

- a) Plan, direct, supervise, and evaluate assigned Residential Life staff according to the objectives established for the department and university.
- b) Assist with the implementation of student activities, educational programs, and cultural awareness for the residents residing within the supervision area.
- c) Maintain positive and professional relations and contact with custodial, facilities, and other professional staff.
- d) Be an active member in the professional development of the staff.
- e) Assist in the interpretation and/or changes made to Residential Life and University policies and procedures.

Apartment/Suite Style Residential Life Program (60%)

- a) Collaborate with Assistant Director for Facilities and Planning to provide direction in your area.
- b) Ensure safety and security procedures are established and maintained.
- c) Provide on-call consultation and/or response for emergency situations.
- d) Consult with staff, as well as department(s) for matters relating to student groups, activities and programs.
- e) Consult with staff, and department(s) to ensure compliance with university policies and procedures regarding student activities.
- f) Manage applications, contracts, check-in and check-outs
- g) Manage facilities and coordinate with custodial and maintenance for turnover of units.
- h) Communicate with residents regarding policies, payment concerns, contractual obligations and customer concerns.

start something **big**

- i) Coordinate marketing efforts for suite style and Family and Graduate Housing
 - j) Coordinate move-ins and move outs of units
- b) Student Behavior (5%)
- a) Coordinate with appropriate department(s) about systems and responses related to student behaviors.
 - b) Consult with professional staff about matters relating to student conduct and discuss solutions for handling matters in accordance to the Student Conduct Code, and Residential Life and University policies.
 - c) Receive and Review disciplinary procedures and reports, for clarity and specific policy interpretation.
- c) Administrative Duties (15%)
- a) Provide excellent customer service for students and families.
 - b) Work collaboratively with housing operations, maintenance and custodial staff.
 - c) Complete all occupancy and maintenance processes.
 - d) Follow department and University purchasing guidelines.
 - e) Follow all protocols related to inventory, damage, billing, keys, fire safety and building security.
 - f) Chair /Serve on Departmental or University Committees as assigned
 - g) Other duties as assigned

Minimum Qualifications

- This position requires a Bachelor's Degree.
- Two years professional experience working in campus housing, facilities management, hospitality management, business operations, or other comparable related experience.
- One (1) year of supervision of student staff.
- Excellent written, verbal and interpersonal communication skills
- Strong organizational and personnel management skills
- Understanding of basic accounting and budgeting principles; competence using Excel
- Demonstrated commitment to diversity

Preferred:

- Master's Degree in Student Affairs, Business Administration or related field
- Experience in student housing/higher education administration, with an emphasis in auxiliary operations, housing services, and facilities management.
- Knowledge of StarRez and Banner
- Experience working with apartments
- Project Management experience