

Housing Services Advisor

Department: Housing & Residence Life

Position Code: SHRL8337A

Closing Date: 11/14/2018

Salary: \$19.15 - \$20.60 hourly

Background

check: Background check may be required

Description: Housing Services Advisor reports to the Housing Operations Manager for Housing and Residence Life, the Housing Services Advisor uses professional student services theories and concepts, performs a limited range of duties and responsibilities within a Student Life program. This position has shared responsibility for the daily operational business activities of Housing & Residence Life (H&RL) and will work closely with the Housing Operations Manager and the Business Analyst, and additional Housing Services Advisor to facilitate and to serve a diverse residential community of residents. Housing Services Advisors are trained in all areas of housing and have a general understanding of a variety of other campus resources and functions.

Key Responsibilities:

Provides basic support services for the residential complex, which may include, but is not limited to, assisting in the distribution of resident communications using software applications such as StarRez and Salesforce. Assisting new and returning students with all aspects of the housing application, contracts process, student billing and room selection process. Assists in the implementation and ongoing use and maintenance of the StarRez housing management system. Work with colleagues to manage major administrative processes for the department such as room changes, dismissals and contract cancellations. Review and update housing website for content accuracy. Work with the FM key manager to prepare, distribute and collect keys for student check-in and check-out as it relates to move in, move out, closing, opening, early arrivals, extended stay, istore, summer school, dismissals, room changes and contract cancellations. Assist in managing the off-campus Heritage Apartment administrative processes through 2020. This includes the distribution of WASH laundry cards, Wi-Fi troubleshooting, key inventory, room inspections, mail distribution, maintenance requests, damage billing, rental verification and resident communication. Create and maintain up-to-date office files and records, manuals and brochures. Assist in management of records retention and organization of the department's shared drive. Manage logistical arrangements for professional and paraprofessional fall staff training in conjunction with Housing Operations Manager and Residence Life Coordinators. Update and revise various forms, documents, manuals, and interdepartmental publications. Support hall opening and closing procedures, including student communication, supply inventory, and some

occupancy management activities, as needed. Create and maintain up-to-date online and paper office files, record and maintain statistical records and information. Assist in management of records retention schedule following state policies and procedures. Research and compile student information such as addresses, GPA's, class schedules and demographics from student database for projects, searches and reports. Serve as primary resource for technology software support (e.g. MS Office, online databases, etc.) for central and residence hall staff. Ensures H&RL's and Students First Center's (SFC) quality standards are evident in each interaction with perspective students and families. Attend multiple weekly business and staff meetings to record and distribute minutes. Attend departmental meetings and division meetings as required. Coordinate programs and activities for Bob Cat Day, Living Learning Communities field trips and events. Assesses and recommends changes to maintain compliance with federal and state requirements and internal policies.

Qualifications: • Bachelor's degree in related area and 1 year of related experience or 5 years of equivalent related experience and training.

- Basic knowledge of advising and counseling techniques.
- Knowledge of common University-specific computer application programs.
- Knowledge of University processes and procedures.
- Understanding of University rules and regulations.
- Interpersonal skills.
- Skills in service orientation, active listening, critical thinking.
- Abilities in problem identification, reasoning.
- Ability to multi-task, verbal communication, written communication and organization skills

Preferred Qualifications:

- Two years' experience in a customer service and/or office reception setting.
- Proficient in MS Office software (Word, Excel, PowerPoint, Publisher, Outlook).
- Ability to work under pressure, prioritize deadlines, and juggle multiple responsibilities simultaneously.

To Apply: Please complete a UC Merced [application](#) and email along with resume and cover letter to ucmcareers@ucmerced.edu. Please indicate in the subject line of your email the Position Title and Position Number you are applying for. For questions regarding how to apply please email ucmcareers@ucmerced.edu or call 209-228-8247

If you do not have internet access you may mail your application, resume, and cover letter to: University of California, Merced, 5200 North Lake Rd., Merced CA 95343. Please list the job number on the subject line and email to UCMcareers@ucmerced.edu

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As of January 1, 2014 the University of California, Merced will be a smoke and tobacco free workplace. Information and the Smoke and Tobacco Free policy is available at <http://smokefree.ucmerced.edu>

E-Verify: Effective September 8, 2009, all employers who receive Federal contracts and grants are required to comply with E-Verify, an Internet-based system operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA). E-Verify electronically verifies employment eligibility by comparing information provided on the I-9 form to records in the DHS and SSA databases. Certain positions funded by federal contracts/subcontracts requires UC Merced to notify job applicants that an E-Verify check will be conducted and the successful candidate must pass the E-Verify check.

[More Information](#)

For information on the comprehensive benefits package offered by the University of California visit: <http://ucnet.universityofcalifornia.edu/compensation-and-benefits/>