



Contracts and Occupancy Student Assistant Position Description

The Office of Housing & Residential Education at UNC is committed to the education and development of student potential, both academically and personally, within an inclusive learning community that emphasizes the connection, support, diversity, and collaboration that makes it possible for the individual to succeed in their collegiate pursuits. The program seeks to maximize student involvement and learning through leadership opportunities, academic support initiatives, and dynamic programs designed to assist students in their own personal development. The department values inclusive communities, student learning, facility excellence, and personalized service. Staff members within the Division of Student Affairs are expected to positively contribute to our mission of supporting students in the co-curricular environment and provide an experience that inspires students academically, intellectually, personally, and emotionally. With the diversity of our students in mind, we use a career readiness approach and social justice framework while fostering a culture and climate of care.

UNC's residential campus is comprised of over 3,500 beds across residence halls, apartment style housing, and houses. This role provides assistance for processes related to occupancy management and assignments in university owned and operated housing. The Contracts and Occupancy Student Assistant works with the Coordinator for Contracts and Operations and the Petitions and Reports Manager to provide assistance to housing assignments and occupancy processes. Responsibilities may include making assignments, occupancy management, modification of housing contracts, and customer service for on-campus students living within the residence halls, apartments, and houses. This position may help collect, analyze, develop, and extract data for reports related to occupancy, assignments, and contract trends from UNC's housing management software for use by administrators, staff, students, and numerous other departments. This position helps to manage data in the housing management system and may provide training and support on this system. Many tasks for this role, operationalize the annual cycle for occupancy management and room selection. This role utilizes data to forecast future demand projections and recruitment and assignment strategies to maximize space and revenue. Maintains focus on practices that support student wellbeing and success. Ensures compliance with the Americans with Disabilities Act and other legal requirements as they relate to the housing assignments processes.

Duties and responsibilities

1. **Assignments:** The Contracts and Occupancy Student Assistant will assist the Coordinator for Contracts and Operations in making and modifying assignments for students housing which may include: Emergency Housing Applications, International Students/ Guests (such as the Fulbright Teaching Excellence and Achievement Program (TEA), Seoul National University of Education, etc.), Short Term Faculty/Staff Leases, Transition Housing (Spring to Summer, Summer to Fall, Student Athletes, etc.), Spring Arrival Students, Cancellations, Room Buyouts, Room Moves, and/or Housing Accommodations (DRC) Assignments. (45% essential)
2. **Administrative Functions and Reporting:** The Contracts and Occupancy Student Assistant will display professional behavior and commitment to the Office, the Department, and the University. This role assists the Coordinator for Contracts and Operations and Petitions and Reports Manager in developing regular and special reporting on Housing Use, Assignments, Occupancy, etc. Which may include Occupancy Reports, Open Spaces Reports, Fall/Spring Application Reports, and/or Emergency Housing Use Reports. The Contracts and Occupancy Student Assistant will always maintain confidentiality of information and work to develop and maintain relationships with other campus personnel. This role will complete other duties as assigned. (20% essential)
3. **Data Management and Information Sharing:** The Contracts and Occupancy Student Assistant will assist the Coordinator for Contracts and Operations in maintaining student housing records and managing changes to ensure accurate billing, building access; conduct periodic audits to review data integrity and accuracy of records. This may include management of shared data such as: Early Arrivals Lists shared with campus supervisors, Residential Learning Communities Lists shared with campus stakeholders, Athletics Teams Members Listings, Themed Housing Applicants, Facility Waitlists. This role helps to oversee the maintenance and efficiency of the university's student housing systems. This role works with private data and will maintain confidentiality of information at all times, following privacy requirements and expectations from the Family Educational Rights & Privacy Act and Health Information Portability and Accountability Act. (20% essential)
4. **Training and Customer Service:** The Contracts and Occupancy Student Assistant will provide training and ongoing troubleshooting and support for the university's student housing systems related to assignments and occupancy management in concert with their supervisor. This role will assist the Coordinator for Contracts and Operations in serving external and internal customers through: Participation in staff recruitment and search processes, engagement in

development activities related to HRE and position responsibilities. Participates in required training programs and initiatives related to position. Remains current in related best practices and relevant trend, Develop and maintain Finds/Reports/Rosters, Manage and assign waitlists and communication with students, Reviews marketing and communication strategies for annual internal and external communication in areas related to role, Participates in departmental and campuswide committees, Assists system users with pulling necessary reports, Serves as a resource for students, parents and administrators by addressing student housing inquiries and concerns, Provide excellent customer service, Complete other administrative duties, including answering phones and questions, and meeting the needs of the customer. (15% essential)

Minimum Qualifications/Conditions of Employment

- Must be a registered UNC student for a minimum of 6 credit hours.
- Required to have a 2.0 cumulative GPA at time of employment. Must maintain a 2.0 semester GPA while in the position. If a semester GPA is below a 2.0, the staff member will be removed from the position.
- Must be in good conduct standing with the University and not be on any probationary period through the conduct sanctioning process.
- Student Assistant will have on-going feedback and evaluations throughout the course of employment and must maintain satisfactory performance of duties as well as academic conditions in order to continue employment.
- Must be able to lift a minimum of 15 pounds (e.g. packages).
- Staff members in this role are required to perform the following functions with or without reasonable accommodation: prepare written documents and complete forms; read and prepare reports, gather and compile information; direct and respond to emergencies; issue equipment; monitor security of residence hall facilities; ascend and descend multiple flights of stairs; and operate a handheld phone or radio.
- Ability to maintain attention to detail, timeliness, and accuracy
- General skill and proficiency with desktop computers and ability to learn computer technology quickly
- Demonstrate good oral and written communication skills in reports, correspondence, etc.

Preferred Qualifications

- Ability to work over the summer
- Ability to continue employment for the multiple academic years
- Demonstrate quality decision making and evaluative skills
- Demonstrated proficiency with software platforms like Microsoft excel and Outlook.

Compensation

- Pay range for this hourly position - \$15.50 per hour