



## Associate Director, Operations

### Primary job function:

The Associate Director of University Housing for Operations is responsible for providing leadership and direction for all administrative aspects of the Department of University Housing. Position will involve working with individuals with diverse backgrounds.

### Basis for Request:

The Associate Director of University Housing for Operations is responsible for providing leadership and direction for all administrative aspects of the Department of University Housing. Position will involve working with individuals with diverse backgrounds.

<b>Classification Name</b>	Assoc/Asst Director, Subdivision/Unit AD
<b>Classification Title</b>	Assoc/Asst Director, Subdivision/Unit AD
<b>Exemption Status</b>	Exempt
<b>PA Position Number</b>	36000843
<b>Home Department</b>	University Housing
<b>Business Title</b>	Assoc Director, Operations
<b>Employment Status</b>	Regular (Continuous)
<b>Full-Time/Part-Time</b>	Full-Time
<b>Employee Category and Appointment</b>	Staff (12-Month)
<b>Time-Limited Appointment Length</b>	
<b>Work Schedule</b>	
<b>Benefits Eligibility</b>	
<b>Work Hours per week</b>	40
<b>Travel Required?</b>	

**Key Function:**

**Operations Management**

**Percentage Of Time** 30

**Describe job duties performed for the above function** Oversee and direct the daily administrative operations of the department.- 30% Direct daily administrative operations for the department including: Establish term codes (rates, parameters, and setup); process room and meal plan refunds; process room and board assignments, changes, and withdrawals; input fee assessments; coordinate monthly payment plans, and complete fall to spring rollover all within the BANNER system. Assist with annual budget preparation and maintain accounts receivable. Review financial appeals of charges for damages and assessments.

**Describe the related knowledge and skills associated with above job function and responsibilities** Strong computing skills including comprehensive knowledge of Microsoft Word, Excel, Visio, and PowerPoint. Ability to work in a diverse working environment.

**Summarize the role and responsibility for above function** Oversee and direct the daily administrative operations of the department.

**Key Function: Training**

**Percentage Of Time** 25

**Describe job duties performed for the above function** Training and Programming- 25% Facilitating operations training for Hall Directors, Resident/Community Assistants. Oversee the operation and development of the technology aspects of the departments (e.g. telephones services, administrative computing, web pages). Direct the planning and implementation of the department's components of the University's summer conference program. Supervise Conference Coordinators and oversees summer conference program and other positions as directed. Plan and develop new business with Continuing Education and Athletics. Interact with students, parents, other departments, and the general public on housing and meal plan issues. Assist parents and students with operational questions or concerns.

**Describe the related knowledge and skills associated with above job function and responsibilities** Excellent customers service, problem-solving, and management skills. Ability to make decision and work under sometime stressful situations.

**Summarize the role and responsibility for above function** Training and Programming

**Key Function: Reporting**

**Percentage Of Time** 10

**Describe job duties performed for the above function** Reports management- 10% Prepare rosters and reports via PAWS and SQL Plus.  
Maintain an operations cyclical calendar.

**Describe the related knowledge and skills associated with above job function and responsibilities** Knowledge of BANNER.

**Summarize the role and responsibility for above function** Reports management

**Key Function: Supervision Contact**

**Percentage Of Time** 5

**Describe job duties performed for the above function** Perform related work as required.

**Describe the related knowledge and skills associated with above job function and responsibilities** Managerial and supervisory skills.

**Summarize the role and responsibility for above function**

**Other Duties and Responsibilities**

**Equal Opportunity Statement** Georgia College is an equal opportunity and affirmative action employer. All qualified applicants will receive consideration for employment without consideration to age, color, disability, gender, genetic information, national origin, race, religion, ethnicity, sex, sexual orientation, or status as a protected veteran.

**Proposed Minimum Experience/Education** Bachelor's degree in Business or related field; AND at least three years of experience.

**Description of Requirement** Valid driver's license with a good driving record; must be insurable and successfully complete of university-sponsored Driving Training.

**Preferred Years Experience,  
Skills, Training, Education**

**Decision Making**

Decisions may affect a work unit or area within a department. May contribute to business and operations decisions that affect the department.

**Problem Solving**

Problems are highly varied, complex and often non-recurring; require novel and creative approaches to resolution. New concepts and approaches may have to be developed.

**Independence of Action**

Results are defined; incumbent sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.