Assistant Director for Housing Operations

Wofford College is a place where thought leads, where ideas are celebrated and problem solving is expected. Wofford invites applicants who are focused on student success and excited to join a community committed to preparing thought leaders.

Wofford College, established in 1854, is a four-year, residential liberal arts college located in Spartanburg, South Carolina. It offers 27 major fields of study to a student body of 1,800 undergraduates. Nationally known for the strength of its academic program, outstanding faculty, experiential learning opportunities and successful and supportive graduates, Wofford is recognized consistently as a “best value” and for its commitment to student success and accessibility for low- and middle-income students. The college community has 12 sororities and fraternities as well as 20 NCAA Division I athletics teams.

Wofford College invites applications for an assistant director for housing operations. Reporting to the assistant dean of students for Residence Life and Community Standards, the assistant director for housing operations is a member of the residence life leadership team and is responsible for the day-to-day administration of housing operations, including housing assignments and software management. The assistant director will encourage a supportive and inclusive environment aligned with the values of the office and Wofford College.

The assistant director is a full-time position. Normal office hours are 8:30 a.m. to 5 p.m. Monday through Friday, however, hours may vary widely to include working evening and weekends, contingent upon campus activities and special events.

RESPONSIBILITIES

Housing assignments and operations – 50%

- Plan and execute the annual room selection lottery each spring and the housing selection process for incoming students each summer.
- Serve as the primary system administrator for eRezLife software within the office, specifically managing the assignments functions of the software.
- Facilitate room change requests throughout the year, including communication, timelines and key management.
- Coordinate the delivery of approved housing accommodations in partnership with the Office of Accessibility Services.
- Manage room and building access protocols for the office, including maintaining all residential keys, coordinating changes and updates with Facilities, sharing oversight of the ID access system with Campus Safety, and conducting regular audits of access systems.
- Serve as the department’s primary liaison to Facilities to ensure the physical spaces and condition of the residence halls align with the educational mission of Wofford College.
- Serve as direct supervisor for the RLC assigned to housing operations, and assist the associate director in supervision of other Residence Life coordinators in matters relating to housing operations.
- Manage the summer housing program and serve as the liaison with the summer camps/conferences staff to facilitate external housing requests.
- Oversee break stay (early arrival/late departure) requests with designated RLC.
- Create and maintain an operations calendar.

**Residence Life administration – 40%**

- Triage communication directed to the departmental email and direct to appropriate staff for follow-up.
- Provide excellent customer service to members of the community engaging with the Office of Residence Life through walk-ins, phone calls and the departmental email.
- Craft communication intended for consumption by the student body regarding housing processes and policies.
- Execute building openings and closings throughout the year in collaboration with the office leadership team.
- Coordinate with the Business Office to ensure proper billing and charges.
- Assist in the resolution of roommate conflicts that may result in room changes or that have the potential to impact occupancy.
- Maintain the webpages for the Office of Residence Life.
- Provide trainings, information sessions and materials to ensure transparency of policies, processes and procedures to students, staff and appropriate campus partners.
- Assist in the adjudication of residential violations as needed.

**Campus Life & Student Development – 10%**

- Contribute to a healthy and positive workplace by supporting campus colleagues.
- Serve on relevant college committees as necessary.
- Serve in the CLSD on-call rotation.
- Other duties as assigned.

**REQUIRED QUALIFICATIONS**

- Bachelor’s degree and at least two years of previous professional experience in residence life/housing.
- Effective computer proficiency and knowledge of Microsoft Office applications.
- Demonstrated aptitude for working and communicating effectively in a professional manner.
- Demonstrated ability to multi-task and respond effectively in high-stress situations.
- Demonstrated commitment to fostering a diverse educational environment and workplace and an ability to work effectively with a diverse faculty and student populations.

**PREFERRED QUALIFICATIONS**

- Master’s degree in relevant discipline and at least two years of related experience is highly preferred.
- Experience with housing/occupancy management software (direct experience with eRezLife is highly desirable).
- Experience in an on-call rotation and/or with crisis response.
- Knowledge of relevant higher education applications and software (including Banner).
- Demonstrated commitment to the values and goals of a residential, liberal arts college.
APPLICATION

Application materials must be submitted electronically to lollisja@wofford.edu with the subject line “Assistant Director Application.” Required application materials include: (1) a cover letter, (2) a current resume, and (3) names and contact information for three professional references.

Applications will be accepted on a rolling basis until filled.

SALARY AND BENEFITS

Salary will be commensurate with experience. Wofford College provides a competitive benefits package, including employer contribution to retirement savings, employer premium contribution to comprehensive major medical insurance, tuition remission for qualifying dependents and disability insurance. Other benefits include free on-campus parking, campus dining options and other fringes.

ABOUT THE OFFICE

The Office of Residence Life at Wofford is committed to providing a welcoming and secure environment that fosters success and prepares students for extraordinary and positive contributions to a global society. To this end we prioritize wellness, promote holistic student development, facilitate community-mindedness, celebrate difference, empower personal responsibility and cultivate sustainability.

Our work is centered around these core values, which we recognize as necessary for the vibrant community we strive to create:

- Inclusive community: Empowering people to live authentically and develop transformative relationships.
- Holistic development: Seeing opportunities for learning in every moment, in the classroom and out.
- Integrity and accountability: Expecting and encouraging honesty and personal responsibility within our community.
- Sustainability and resilience: Understanding our role as stewards of finite resources.

EEO STATEMENT

Wofford College values diversity within our students, faculty and staff and strives to recruit, develop and retain the most talented people. Wofford College does not discriminate in employment on the basis of race, color, creed, religion, sex, sexual orientation, transgender status, gender identity, age, national origin, disability, veteran status or any other legally protected status in accordance with applicable federal, state and local laws. For information about Wofford’s Title IX compliance, visit wofford.edu/administration/title-ix.

It is the policy of Wofford College to provide reasonable accommodations for qualified individuals with disabilities for employment. If you require any accommodations to participate in any part of the hiring process, please contact HumanResources@Wofford.edu.