Title: Assistant Director of Housing Operations and Summer Conference

Department: Office of Residence Life – Student Affairs

Reports to: Assistant Dean for Residence Life & Student Conduct

St. Francis College, Brooklyn (the “College”) is embarking on an ambitious plan to revitalize the College even as it remains true to its core mission: private, independent, co-educational, urban college whose Franciscan and Catholic traditions underpin its commitment to academic excellence, spiritual and moral values, social responsibility, and life-long learning. As a College rooted in a commitment to radical hospitality, to character formation, to inter-faith dialogue, to creating conditions so that students will learn the technical skills necessary to navigate a 21st Century workplace while never losing sight of the importance of ensuring that all students learn to cultivate their humanity, the College is expanding its offerings, its services and the ways it engages, in and beyond its campus.

About the Office of Residence Life
St. Francis College’s Residence Life program is housed in a brand new 11 floor residential facility located at 97 Columbia Heights. Located in the historic neighborhood of Brooklyn Heights, the facility has a capacity of 320 beds. The room types include one, two and three-bedroom suites.

We are seeking a full-time professional to assist us in continuing to develop and grow a robust year-round residential experience for our students and summer guests. The mission of the Office of Residence Life is to provide inclusive communities that engage students in exceptional living and learning experiences within a welcoming, safe, clean, and well-maintained environment which fosters a sense of belonging and support for the academic and personal success of residential students.

The Residence Life program at St. Francis College is an inclusive living and learning community where students are actively engaged in their learning experience. We provide a residential curriculum and programs that are directed at enhancing students’ ability to connect with others, explore their personal identity, and develop a deeper understanding of their impact within their community and the world. Consistent with our Franciscan Values, our students are civically engaged and sensitive to their impact in the larger community.

Reporting to the Assistant Dean and Director of Residence Life and Student Conduct, the Assistant Director of Housing Operations and Summer Conference will support the Office of Residence Life’s administration and operations during the academic year and have the primary responsibility of coordinating and managing the summer conference season. This is a live-in position with on-call duty responsibility.

Office of Residence Life – Year-Round Responsibilities
The Assistant Director of Housing Operations and Summer Conference assists the Assistant Dean with providing leadership and management of a comprehensive residential life program designed to meet the needs of our diverse residential population. The Assistant Director assists in the overall operation of the Office of Residence Life. This includes the development of department goals and learning outcomes consistent with the strategic plan of the College. The Assistant Director reviews operational practices for
The Assistant Director will also demonstrate commitment to staff development and training. The Assistant Director will be a member of the Student Affairs team and assist with New Student Orientation, Campus Activities/events; will serve as designee for the Assistant Dean if needed. This is a live-on position.

Additional responsibilities of the Assistant Director of Housing Operations & Summer Conference include:

- Manage the administration of the 320 bed Residence Hall facility located at 97 Columbia Heights, Brooklyn Heights.
- Responsible for the management and administration of housing operations, Residence Hall Agreements and Occupancy Reports, Room Condition Inventory as well as (including but not limited to) the housing assignment processes for all students, room changes throughout the academic year; change of housing status reports, and housing waitlist. Assists also with the coordination of opening and closing activities.
- Managing occupancy, analyzing data, and preparing reports to support the continuous development of housing operations. Managing the Housing Selection Process and room assignment for each resident and with placement and billing in Colleague.
- Managing the student staff selection process; hire, train and supervise 5-6 Resident Assistants and two Graduate Assistants.
- Supervising, supporting, and attending educational programs and activities sponsored by Resident Assistants within the Residential curriculum.
- Maintaining the inventory of furniture and equipment within the residence halls; assessing and reporting damage to individual rooms and common areas.
- Maintaining ongoing contact with the onsite Property Management; reporting and following-up on maintenance Work Orders and supporting resident initiatives for facility improvement.
- Assisting the Assistant with the development and management of a Faculty in Residence (FIR) Program and Living Learning Communities (LLCs) and special interest housing.
- Assisting with the maintenance of the Residence Life website.
- Collaborating with Accessibility and Accommodations to support students with needed housing accommodations.
- Administering the Residence Hall Agreement and the damage billing process.

**Summer Conference Services Responsibilities**

Saint Francis College is seeking a highly motivated individual to develop and manage revenue generating summer conferences in our newly acquired 320 bed residential facility. The Assistant Director is responsible for successfully coordinating the schedule for all internal and external events and providing on-site management for external programs. The individual is responsible for coordinating rental of the residential facility at 97 Columbia Heights, Brooklyn Heights.

- Work closely with Internationalization and Campus Events on developing, planning and coordinating large-scale, high-profile events and summer conference or off-season rental opportunities generating net revenues.
- Having a superior commitment to quality assurance and customer service.
- Coordinating housing assignments and logistics for program staff and attendees.
- Overseeing the room check in and check out process.
- Ensuring rooms are ready prior to program arrival.
- Addressing requests for room changes, cancellations, etc.
- Communicating with program attendees and staff before and during the programs.
• Hiring, training and supervising Summer Conference Assistants, who serve as resident advisors and provide assistance to the academic programs.
• Creating the Conference Assistant work and on-call schedule, ensuring coverage and completion of shifts and responsibilities.
• Participating in the on-call duty rotation and being available to work some evenings and weekends, especially during high season summer occupancy.

Minimum Qualifications:
• Bachelor’s degree required. Master’s Degree strongly preferred.
• At least 3 years of professional experience in the areas of housing/residence life/conference services at a school or post-secondary institution or equivalent is required.
• The ability to manage multiple projects, prioritize, and meet deadlines.
• Demonstrates an understanding of and respect for the St. Francis Mission and our Franciscan heritage.
• Proven leadership working with a diverse student population in promoting student development theory, and experience in all aspects of residential living in a college or university, emergency response, and student conduct.
• Enthusiasm for building a living learning community and strong client service orientation.
• Experience responding to crises and emergency situations.
• Highly responsible, compassionate, positive, proactive, solution-oriented and a team player.
• Strong interpersonal, communication and organizational skills.
• Experience in occupancy and enrollment management, as well as proven strategies to retain students.
• Proven ability to establish strong collaborative relationships and work effectively with students, faculty and staff to promote a positive residential culture and community.
• Experience hiring, supervising and training student employees.
• Valid driver’s license preferred.
• Proficiency with Microsoft Word, Excel and PowerPoint. Familiarity with Colleague Student Management system a plus.
• Completes other duties as assigned.

To Apply:
• Complete SFC Application for Employment.
• Submit a resume and cover letter.
• Submit 3 professional references.

Salary: $58,500-$61,000

Interested candidates can express their interest HERE.

About St. Francis College
For over 150 years, the mission of St. Francis has been to provide an affordable, quality education to working class people who otherwise may not be able to attend college. We educate the whole person for a full, relational life, developing the students' talents and abilities for meaningful, fulfilling careers, as well as for collaborative, service-oriented leadership. The College strives to offer ample opportunities for students to immerse themselves in the intellectual, cultural and professional opportunities afforded by New York City and to serve the needs of the local community in which they live and study. Our location in Brooklyn Heights provides a confluence of cultures and religious beliefs, mirroring our commitment to maintain and celebrate our diverse student body.
St. Francis College is an Affirmative Action, Equal Opportunity employer and we are strongly committed to increasing the diversity of our faculty, students, and the curriculum. Qualified candidates of diverse ethnic and racial backgrounds are encouraged to apply.