

Student Housing Coordinator (Promotional) Tompkins County

Department: Tompkins Cortland Community College

Classification: Competitive

Labor Grade: J

Approved: 0

By: AF, Commissioner of Personnel

PROMOTION QUALIFICATIONS:

Admission to this departmental promotion examination will be limited to current employees of the Tompkins-Cortland Community College. Candidates must currently hold, and have continuously held, at least two years of competitive class status in the title of Enrollment Services Specialist.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for processing, coordinating, and communicating student housing status to prospective and continuing students and their families. Duties include, but are not limited to working with the residence life office to update the housing contract and residence life student handbook, coordinating and notifying students about their housing status, compiling and disseminating housing data to appropriate offices on campus, and maintaining a thorough and accurate database of prospective housing students. The employee provides information and assistance to students and prospective students regarding procedures and communications related to enrollment, including recruitment, admissions, financial aid, registration and student accounts. The employee is also responsible for the supervision of the Off-Campus Housing Coordinator. The work is performed under the general direction of the Director of Admissions in accordance with policies, procedures and objectives outlined by the Director. Wide leeway is allowed for the exercise of independent judgment in applying policy to specific areas. Supervision is exercised over clerical staff and student assistants within this unit. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Compiles and disseminates housing data to appropriate offices or as requested;
- Coordinates communication (letters, emails, texts and phone) with students regarding housing status;
- Works with Global Connections Office and Admissions staff regarding international student housing;
- Works with Athletics Office staff and coaches to meet the housing needs of athletes;
- Assists students (current and prospective), College staff and community with information and procedures related to housing;
- Assigns work and provides guidance to off-campus housing coordinator as it relates to student housing;
- Coordinate and supervises the maintenance of databases and files related to campus housing activities;
- Ability to answer complex questions regarding financial aid, admission, billing and registration as it relates to student housing;
- Assists students or prospective students with information and procedures related to admissions, registration, financial aid, and student accounts;
- Maintains contacts with areas of the College related to the functions of the Enrollment Services Center, screening materials submitted for compliance with procedures and policies, scheduling appointments, answering a variety of inquiries by telephone, email, and in person, and by preparing answers to correspondence under their own signatures;
- Facilitates the scheduling of appointments for students needing assistance with other offices and ensures that the student and the referred office understand the reason for the appointment;
- Develops and maintains a collaborative working relationship with Residence Life Staff;
- Assists in developing policies and procedures as it relates to student housing;
- Enters meal and resident hall plans into the student information system;
- Assesses, reviews and mails tuition bills for housing students;
- Reviews housing contracts for completion and enters into PowerCampus, follows up with students regarding submission of incomplete contracts and compiles confirmed contracts and forward to Res Life;
- Assists with taking security deposits and other payments by phone;
- Performs related work necessary for the efficient execution of administrative function of the student housing activities;
- May supervise support staff assigned to assist with student housing activities;

THE STUDENT HOUSING COORDINATOR MAY ALSO

- Respond to inquiries from students who have expressed an interest in the College.
- Coordinate events designed to inform prospective students and the public about the College.
- Process applications and transcripts for admission to the College.
- Follow up on students who have been accepted to the College, but have not yet enrolled.
- Schedule appointments for placement testing and advisement for entering students.
- Coordinate and proctor placement testing for entering students
- Receive requests for student transcripts.
- Provide assistance and training to students in the use of various on-line services available at the College

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures, and equipment;
Thorough knowledge of business arithmetic and English;
Good knowledge of the organization, functions, policies and regulations of the Community College;
Ability to work effectively with multiple complex administrative software programs;
Ability to handle routine administrative details independently;
Ability to plan, assign, and review the work of others;
Ability to understand and carry out complex oral and written instructions;
Ability to compose letters, memoranda and reports;
Ability to perform close, detail work involving considerable visual effort and strain;
Good judgment in solving complex clerical and administrative problems;
Tact and courtesy are required;
Physical condition commensurate with the demands of the position.

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