



RHODE ISLAND COLLEGE JOB DESCRIPTION

Position classification: PSA
Date created or revised: 9/20/2022
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Assistant Director, Operations and Services (Student Union & Housing)
Status: Full-time, 35 hours per week (May involve evening and/or weekend work as required)
Grade: 12
Union Affiliation: PSA @ RIC (Professional Staff Association)
Reports To: Assistant Vice President Student Success & Dean of Students with a dotted line to the Director Residential Life & Housing (for housing related matters)

PRIMARY PURPOSE:

The Assistant Director, Auxiliary Services and Operations, is responsible for the seven-day operations associated with the Student Union facilities and Media Center as well as Residential Life and Housing and other activities within. This position will work split hours within Residential Life and Housing and the Student Union. This includes specifically, responsibility relating to housekeeping, security, maintenance, building supervision, and other related activities.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- In collaboration with Physical Plant, monitor yearly budget and expenditures, including capital repair and replacement budget, to assure that allocated funds are effectively utilized and expenditures limited to the allocation.
- Develop and implement procedures for Student Union and Residential Life and Housing staff to assure high quality of facilities and services; direct/on-site supervision of operations to be carried out by student staff.
- Responsible for selection, training, supervision, and evaluation of student staff, graduate assistants and support staff for the Student Union Information Center; room set ups, housekeeping assistance, and building managers; establishes and coordinates work assignments and schedules.
- Prepare, update, and maintain operation manuals for users, including fact sheets for any used software specific to operations.
- Manage the usage of Student Union spaces, including the Patios of the Media Center and Café, through the approval of online space requests, and collaboration with User Support Services providing audio-visual services, Donovan Dining Center providing catering and housekeeping, and College Events and Conference Services providing event planning support.
- Manage the usage of the Campus Quad, in collaboration with College Events and Conference Services. In particular, approve and oversee setup for student events on the Quad. Assist with College department and non-College events on the Quad.
- Responsible for Student Mailboxes; including distribution of mail and packages.
- Manage, with assistance and support of Student Union/Student Life Administrative Assistant, student payroll for student employees of the Student Union

- Collaborate with Student Activities and the Office of Student Life in administering the process for student organization office space. Serve as the point person for student organization offices – develop policies, support the student organizations, communicate important information, oversee access, and ensure the maintenance of the spaces.
- Partner with Student Union tenants to maintain positive, professional relationships, and to ensure the buildings are open at appropriate times and in good condition.
- Compile data on space usage and client satisfaction, and use data to maximize building utilization. Responsible for overseeing the maintenance and cleaning of the Student Union & Media Center. Coordinate these efforts with the appropriate college departments, i.e. Housekeeping, Donovan Dining Center, Physical Plant, Security, etc. and the Student Union.
- Monitor physical space in Residential Life and Housing, the Student Union, and Media Center. Report concerns and needs regarding the general maintenance and appearance of the Student Union to the appropriate college departments (i.e. Housekeeping, Physical Plant, Security, etc.).
- Partner with College Events and Conference Services to promote the use of the Student Union to off campus groups.
- Serve as the department point person for Residential Life and Housing and Student Union building renovations and repairs – including, but not limited to, plans for arranging temporary office assignments and collaborating with Physical Plant to schedule maintenance and construction.
- Oversee the ordering and inventory control of all keys, furnishings, equipment, and capital items for Residential Life and Housing, the Student Union, and Media Center.
- May serve as second in command at the request of the Director of Residential Life and Housing during their absence.
- Assist the Director for Residential Life and Housing with Security and Safety, Physical Plant and Housekeeping to maintain the physical environment for student housing including maintenance and repair, housekeeping, security, fire safety, and the acquisition of new furnishings when necessary.
- Work with the Director of Residential Life and Housing, Budget Office, Capital Projects and Physical Plant to develop long-range maintenance and capital improvement plans for current residential facilities.
- Actively participate in all initiatives to explore, design, lease, or construct new residential facilities, including feasibility studies, development of requests for proposals, and public-private partnerships.
- Assist in the coordination and application of computer usage and related programs for the Residential Life and Housing Department
- Coordinate all areas of Residential Life and Housing operations and facilities with department staff and Director of Facilities and Operations. Provide input to the Director of Residential Life and Housing regarding plans for facility renovations, furniture purchases and distributions, budget development, and long-term capital improvements.
- Maintain proper reporting procedures for housekeeping and maintenance needs with Physical Plant Office. Review, approve and route all maintenance requests generated for the residence halls. Follow up to ensure completion of work in acceptable and timely manner. Conduct facility inspections.

Occasional Job Functions:

Perform other duties of similar responsibility and authority as assigned by the Assistant Vice President Student Success & Dean of Students and designee within Residential Life and Housing which shall include the Director of Residential Life and Housing

REQUIRED QUALIFICATION STANDARDS:

Education:

Bachelor's Degree in Business Management or related field.

Experience:

Two years' successful professional experience in a college or university setting in student union operations or work involving administration, recreation, student and staff development, facilities management or similar activities level.

Skills, Knowledge, and Abilities:

- Ability to work non-standard hours.
- Strong communication, organizational and interpersonal skills.
- Ability to handle multiple projects/duties simultaneously.
- Competence in utilizing various technology applications, electronic communication, word processing, and other related functions.

PREFERRED:

- Master's degree in student personnel/higher education administration or a related field.
- Four years' successful professional experience at a supervisory level in a college or university setting in student activities or work involving administration, recreation, student and staff development or similar activities.
- Bilingual in English / Spanish (fluent in speaking and writing)

ENVIRONMENTAL CONDITIONS:

The employee is not exposed to known adverse environmental conditions.

The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.

As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.