JOB OPPORTUNITY.

We want you!

We’re currently accepting applications for an Assistant Director for Operational Success in the Department of Residential Life - part of the University of Vermont’s Division of Student Affairs.

POSITION DESCRIPTION

Provide leadership for Housing Operations in the Department of Residential Life. Responsible for managing the customer service desk and office manager in Robinson Hall that serves as an information hub for residential students, department staff, and other University personnel. Oversight of main desk operations in the residence halls and other major administrative processes such as Opening, Closing, early arrivals, late stays, and damage appeals to provide exceptional customer service. Responsible for training, supervision, development, and evaluation of six office managers in these areas. Support special events and students needs by working with other campus departments. Communicate with students and parents about housing processes and policies and provide periodic training to department staff.

The University of Vermont is an Equal Opportunity/Affirmative Action Employer. Women, veterans and people from diverse racial, ethnic, and cultural backgrounds are encouraged to apply.

APPLICANT QUALIFICATIONS

Bachelor’s degree and one to three years of related work experience. Three to five years of supervision and office support experience required. Experience and passion for providing exceptional customer service. Strong working knowledge of personal computers, Microsoft Office, and internet tools. Working knowledge of relational databases desirable; experience using CRM, student housing, and student information systems preferred. Strong written and verbal communication skills. Knowledge of University policies and procedures desirable. Demonstrated commitment to diversity, social justice and fostering a collaborative multicultural environment required.

APPLY AT UVMJOBS.COM (POSTING NO. S2099PO)

uvm.edu/reslife