

Job Description



Job Title:	Manager, Housing Occupancy and Operations
Department:	Housing & Residences
Reports To:	Assistant Director, Housing Occupancy and Marketing Services
Jobs Reporting:	Coordinator, Occupancy and Records (3); Advisor, Housing Service (2)
Salary Grade:	USG 10
Effective Date:	November, 2017

Primary Purpose

The Manager, Housing Occupancy and Operations develops and implements administrative policies – including residence terms and conditions – for student residences by determining departmental procedures and guidelines related to the occupancy of 5,800 campus beds. Establishing residence business targets and overseeing strategies for residence retention and growth, the Manager provides information to help others plan and execute their duties in a timely fashion. This role leads the occupancy and operations team to ensure smooth, effective, and quality residence admissions and occupancy services using a customer service focused approach. The Manager also establishes direction and priorities for the off-campus support programs, which complements on-campus housing initiatives, giving all students access to appropriate accommodations at the University of Waterloo.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of “what” the job does not the “how”. Insert a category heading and in bullet form below, state specific responsibilities.

Establish and maintain strategies and practices that determine residence room application, admissions and assignment process

- Leads ongoing critical work to determine applications timelines and establish best practices for processing applications
- Develops all student residential contracts
- Oversees effective residence room placement and inquiry management
- Ensures effective departmental policies are in place related to students occupying residence rooms
- Creates and executes residence occupancy (business development) strategies with the Marketing Manager
- Represents admissions, occupancy and operations needs, as part of the Housing Systems Management Committee, by participating in continuous improvement dialogue for enterprise systems (HoME, etc.)

Collaborate and consult

- Establishes and maintains a network of relationships with campus partners and external organizations (OACUHO, TGAO, etc.) to remain up-to-date on new research, strategies and initiatives in on- and off-campus housing programs
- Represents the University of Waterloo on external committees related to student housing, including the City of Waterloo’s town and gown committee, which develop programs and research
- Represents Housing & Residences at the Registrar’s Office and Graduate Studies Office (GSO) forums and meetings related to incoming student enrolment
- Collaborates and consults with federated university and affiliated college partners to integrate first-year processes
- Chairs the Residence Fees and Contracts Appeals Committee, which oversees residence cancellations processes

Job Description



Develop business occupancy targets

- Develops and provides a yearly comprehensive strategic allocation report that acts as a reference for the department's annual budget and forecasts. It gives direction and guidance for all ongoing work, building closures and staffing needs
- Provides senior management with recommendations and direction for occupancy analysis and current/emerging student target groups
- Creates termly occupancy reports for analyzing and forecasting
- Provides termly reports and recommendations to Student Development and Residence Life, as well as Organizational Services, to help educate staff on who lives in student housing so these units can develop better strategic planning
- Determines first-year target number according to the enrolment data
- Creates and implements strategies to reach occupancy targets by maximizing the use of space in Waterloo Residences, identifying target groups, and creating action plans to increase the total number of residence bookings. This includes vacancy plans, residence applications and occupancy initiatives

Establish direction and priorities for UWaterloo off-campus housing support programs

- Provides oversight to ensure student accommodation related educations and support services are created
- Develops and maintains relationships with Federation of Students, Graduate Student Association, Student Success Office, City of Waterloo and Wilfrid Laurier University to create programming and communications for students to assist successful off-campus living
- Ensures students have access to tools and services related to living off-campus including lease review programs, education programs, listing services and consultative/mediation services
- Provides leadership of business development initiatives related to off-campus housing revenue generating services
- Influences the quality of life for students in the community by providing strong leadership, encouraging innovation and mobilizing community change

Manage and oversee the performance and development of the admissions team

- Manages, coaches, trains and mentors staff to meet Housing & Residences goals
- Sets clear and reasonable expectations, and establishes a strong foundation for high performance and delivery of results using a customer service approach
- Creates and maintains a work environment that fosters, recognizes and rewards supportive mentorship, professional quality, respectful communication, creativity and positive energy
- Assesses performance and provides feedback on a regular basis
- Sets employees up for success by providing feedback and support so they are best able to reach their annual goals, objectives and full potential
- Provides professional development and learning opportunities

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

- Completion of a Bachelor's degree in Management, Business, or related field

Experience

- Strong organizational, interpersonal skills with proven ability to deal with difficult or sensitive situations using tact and diplomacy
- Minimum of 7 years progressive management experience in a student-focused environment
- Minimum of 3 years experience supervising, evaluating and developing employees is required
- Strategic thinking, people management and change leadership
- Proven proficiency as a strategic thinker, with demonstrated success in data analytics, and developing and evaluating evidence-based strategic plans

Job Description



- Experience in hiring, supervising, evaluating, and developing employees while developing and managing a budget
- Proven ability to thrive in, and contribute to, an integrated and collaborative team environment while applying a positive team approach to working with colleagues and on-campus partners
- Flexibility, diplomacy, sound judgment and relationship-management skills, coupled with the ability to influence and motivate others, is essential

Knowledge/Skills/Abilities

- Working knowledge in local, provincial and federal policies, acts or bylaws related to housing
- Residential Tenancies Act
- Broader Public Sector Duty to Accommodate
- Excellent relationship management skills to work with a variety of partners
- Excellent oral and written communication skills
- Understanding of issues and trends affecting post-secondary education

Nature and Scope

- **Contacts:** The Manager, Housing Occupancy and Operations is committed to continuous improvement and focuses on managing a team that works towards student residence placement and achieving business targets. Internally this position requires exceptional relationship management skills to foster and strengthen relationships within Waterloo Housing & Residences. Externally, this position communicates and collaborates with on-campus departments to manage complex considerations including accommodation of special needs, and balancing parental and students concerns. As well, this position liaises with external committees within the City of Waterloo related to student housing.
- **Level of Responsibility:** This position is responsible and accountable for overseeing the functional process of student admission to residence and attaining departmental occupancy targets. The incumbent is responsible for the direct supervision of the occupancy and operations team.
- **Decision-Making Authority:** This position has decision-making authority for admission policies and procedures for Waterloo Residences. Decisions have a direct impact (i.e. fiscally, legally as well as reputational) on student accommodations and this functional manager must use judgment to determine if situations require escalation to more senior leadership. In addition, the Manager provides advice and recommendations to the Admissions & Marketing Director, and contributes towards budget development and oversight towards expenditure and approval.
- **Physical and Sensory Demands:** This managerial role in an office setting involves minimal physical demands and moderate sensory effort resulting in slight fatigue, strain, or risk of injury.
- **Working Environment:** The incumbent must be sensitive to the often extreme and prolonged stresses under which other staff in the office must work in responding to the customer service demands. This work involves exposure to and/or interactions with people who may be upset, angry, aggressive, unpredictable (e.g. students or parents who have escalated an issue, staff or faculty upset with a decision). Work also involves dealing with multiple and/or tight deadlines and interruptions (e.g. phone calls, emails and unplanned, but urgent, support requests) at different times of year