

JOB TITLE: Supervisor, Housing Operations

PAY GRADE: Classified Supervisory (CS)15

LAST REVISED: June 2025

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.

Summary Description

The State of California's Affordable Student Housing grant program was instrumental in facilitating a significant expansion of Sierra's student housing capacity, effectively tripling our housing availability. This transformational initiative addresses the pressing need for affordable housing among students, providing a supportive and conducive living environment. The grant's impact extends beyond mere expansion, fostering a vibrant campus community that enhances the overall student experience and promotes academic success.

Under general direction of the Manager of Residence Life, Housing & Conduct, the Supervisor oversees all housing systems, processes and operations within a traditional 358-bed residential hall community. Areas of responsibility include, but are not limited to, management of all housing operations, housing software systems and their integration, oversee all housing agreements and vendor contracts, manages occupancy, and assists with the execution of daily facilities maintenance. As a member of the Residence Life, Housing & Conduct leadership team, the supervisor participates in policy and procedure development, student learning and development, residential curriculum support, on-call duty rotation, resident satisfaction and support, and overall program development all through an equity lens.

Residence Life, Housing & Conduct is committed to the total development of the student within an inclusive community through restorative practices, community standards, community development, intentional conversations, and encouraging personal growth and academic success.

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. The Supervisor, Housing Operations must demonstrate a profound understanding of successfully supporting individuals with varying and diverse backgrounds, including persons with disabilities, various gender identities and sexual orientations, individuals from historically underrepresented communities, and other groups. The Supervisor, Housing Operations will effectively ensure the district develops and provides strategies for justice-impacted student success, as well as proactive, student-centered practices and policies committed to eliminating equity gaps.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Housing processes, procedures, and operations
- Organizes room selection process and timeline as well as move in and move out
- Oversees the facilities and maintenance of the building

Housing Operations:

- Serves as the College's subject matter expert and supervisor for all housing operations
- Provides overall supervision of all housing operations, including room selection, off campus housing support, and regular and ongoing building maintenance needs.

- Oversees the collection of residence hall applications and fee payment contracts; supervises accounting for fee payment schedules.
- Utilizes eRezLife, Banner, Maxient, and other database systems to ensure accurate record keeping of student information.
- Monitors and evaluates housing assignments and occupancy for the residence hall, summer housing, new and returning students.
- Oversees and collaborates with department in the implementation of room selection, move-out, turn, and move-in.
- Oversees all resident inquiries regarding housing agreements, occupancy, and eligibility.
- Provides annual updates to the housing agreement as well as an annual agreement calendar.
- Manages annual turn of units between contracts including communication with vendors, housing and contract maintenance staff, and walking units for final preparation prior to student move in.
- Conducts regular file audits to ensure file accuracy.
- Serves as a resource to students for off-campus housing options; assembles an inventory of potential housing referrals
- Develops forums and processes for student residents to address concerns and improve program service delivery.
- Ensures communication around occupancy changes and communicates as needed.
- Manages early arrivals/openings, returning student check-in, and utilizes residence halls procedures and campus shutdowns during break or closures
- Orders office supplies, equipment, and materials; assures proper functioning of office equipment, coordinates repairs of office equipment as needed.
- Trains and provides work direction to assigned student workers and temporary help as assigned.
- Develops, promotes and coordinates conferences for the residence hall.
- Takes part in national, statewide, or local professional development meetings and conferences to stay up to date on market trends and competitors.

Facilities and Maintenance:

- Monitor and communicate priorities and concerns to facilities services including custodial, maintenance, keys, fob system, and safety/security concerns.
- Assures student security in the residence center at all times; issues and maintains security of keys and lock systems as well as security cameras.
- Troubleshoots any facilities issues to support the facility staff.

Marketing and Communication:

- Supports the Manager of Residence Life, Housing & Conduct in coordinating marketing initiatives, which includes the development and execution of a marketing plan and timeline to fall in line with occupancy timelines.
- Assists in updating and preparing documents, forms, website, marketing plan
- Participates in various recruitment events to market the Residence Life experience to prospective residents and students as requested by the Manager.
- Assists with social media and content creation.

Budgetary Operations:

- Supports the Manager of Residence Life, Housing & Conduct in fiscal oversight of operating and capital budgets
- Assists in budget administration, tracks and reconciles budget activity, posts, monitors, and tracks invoices, credit card, and other expenditures; prepares purchase requisitions, check requests, independent contract, and claims for reimbursement.
- Maintains records of expenditures and income for organizational unit supplies, initiates codes and monitors fund transfers from various budget accounts.
- Ensures all expenditures fall within budget expectations.
- Plans for unexpected expenses.

- Tracks and approving expenditures account payable functions.

Conduct, Community Standards & On-call Response:

- Serves as a housing conduct officer; reviews and investigates reports of low-level student misconduct, initiating disciplinary action as warranted
- Enforces residence hall rules and regulations; mediates student conflicts and assists in developing processes for problem/conflict resolution
- Submits incident reports for adjudication based on the residence hall and student code of conduct violations.
- Addresses individual student needs and concerns and follow up as necessary
- Mediates conflicts that occur between roommates or other residents
- Serves as a member of the on-call team for the residence halls

Other Duties:

- Requires a regular workday with additional responsibilities in the evenings and weekends as needed.
- Participates in professional staff on-call rotation, including after-hours emergency response.
- This is a full-time position.
- Other duties as assigned.

QUALIFICATIONS: *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

- Facilities operations
- Services and activities of a college residence life program.
- Principles and practices associated with student development.
- Laws and regulations relative to student residence hall housing.
- Student educational programming.
- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of budget preparation and administration.
- Principles and procedures of record keeping.
- Principles of business letter writing and basic report preparation.
- Modern office procedures, methods, and equipment including computers.
- Computer applications such as word processing, spreadsheets, and statistical databases.
- English usage, spelling, grammar, and punctuation.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Coordinate and support college residence life programs
- Supervise, organize, and review the work of assigned staff involved in administering residence life programs.
- Select, train, and evaluate staff.
- Recommend and implement goals, objectives, policies and procedures for providing student residence hall housing.
- Understand the organization and operation of the District as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.

- Prepare clear and concise reports.
- Participate in the preparation and administration of assigned budgets.
- Apply collaborative decision-making processes.
- Evaluate and solve administrative student relations problems and independently take corrective actions.
- Plan and organize work to meet changing priorities and deadlines.
- Effectively represent the District to outside individuals and agencies to accomplish the goals and objectives of the unit.
- Work cooperatively with other departments, District staff and outside agencies.
- Respond tactfully, clearly, concisely and appropriately to inquiries from the public, District staff or other agencies on sensitive issues in area of responsibility.
- Demonstrate an awareness and appreciation of the cultural diversity of the District.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines: Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: One to two years of professional or graduate level work experience in a student housing program.

Education/Training: A Bachelor's degree from an accredited college or university.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.