

NATIONAL STAFF POSITION DESCRIPTION

POSITION TITLE	Housing Operations Manager
LOCATION	Location negotiable, National Headquarters, Woodstock, VA.
SUPERVISOR	Executive Director
STATUS	Full time/exempt
WAGE	\$45,000-\$48,000
OFFICE HOURS	Monday-Friday 8-5 p.m. ET

SUMMARY OF POSITION

The housing operations manager is responsible for leading and managing a comprehensive housing and chapter facility program congruent with the values, mission, and goals of Tri Sigma.

The housing operations manager provides critical oversight of the day-to-day management of assigned properties, develops and implements communications, resources, and training for local house corporation officers and members, and maintains productive and appropriate relationships with facility staff and vendors, chapter leadership, and host institution contacts. This position oversees the Walton House Memorial Headquarters operations in collaboration with the Walton House Board. This position is responsible for establishing and implementing short- and long-range organizational goals in terms of housing, objectives, strategic plans, policies, and operating procedures. The housing operations manager must be a visionary and highly collaborative leader with the ability to facilitate organizational change to adapt to the ever evolving needs of today's student. They are also innovative and possess a passion for the student experience within Tri Sigma.

DUTIES AND RESPONSIBILITIES

- Manage all aspects of assigned properties.
- Source and build relationships with prospective clients to expand housing business opportunities.
- Design business plans for assigned properties that suit local needs and include long-range planning.
- Inspect and arrange maintenance to meet standards.
- Develop and manage annual budgets by forecasting requirements and analyzing variances, data, and trends.



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- Maintain a positive, productive relationship with local housing volunteers and staff, Walton House Board, and other NHQ departments.
- Work collaboratively with administrative staff to ensure fee collection and bill payment.
- Monitor and evaluate programmatic and operational effectiveness, and enact changes required for continuous improvement for both chapter facilities, Walton House, and national headquarters.
- Coordinate and implement crisis management and emergency response protocols for properties.
- Help local housing volunteers and staff respond to student resident and parent needs and concerns.
- Develop manuals, educational materials, coordinate training programs, and procedures for the housing volunteers, leaders, and staff.
- Maintain essential office records including rosters, housing agreements, resident conduct files, room inspections, etc.
- Attends professional housing conferences on behalf of the organization.
- Travel at the direction of the Executive Director.
- Responsible for submitting monthly, semester, and yearly reports to Executive Council and the executive director on program progress.
- Other chapter advancement projects and programs as directed by the Executive Director.

QUALIFICATIONS AND KNOWLEDGE

- Must be a self-starter, highly organized and detail-oriented with the ability to manage multiple projects simultaneously, and work well with members and volunteers at all levels in the organization. Must possess excellent written, verbal, and interpersonal skills, and a customer service mindset. Must be proficient with Microsoft Office products and publications software programs.
- Bachelor's Degree and at least five years of work experience.
- Ability to effectively interact with a diverse student, staff, and volunteer population, and have the capacity for novel and creative issue resolution.
- Fraternal housing management/operations or experience in related field is required.
- Supervisory experience in residential education, living-learning communities, facility management, and budget management in a collegiate setting or fraternity/sorority setting is strongly preferred.
- Membership in Sigma Sigma Sigma or other fraternal organization preferred but not required.