POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Manager for Damage Billing
Part-Time/Non-Benefited (19 Hours per Week)

DEPARTMENT: Office of Residential Life, Rose Hill

RESPONSIBILITIES:

Administrative Responsibilities
- Receives processes and follows up with damage reports from staff members in all forms (Room Condition Reports, Incident Reports, inspections, etc.)
- Alerts students of pending damage fines via individual letters and/or postings.
- Inputs any charges to be assessed onto students’ accounts, making adjustments and corrections as necessary.
- Maintains detailed records of damage billing totals and generate periodic reports with this information.
- Performs on-site inspections as necessary.
- Work with the Assistant Director of Residential Life for Housing Operations and other Residential Life staff to improve and streamline the current system of damage assessment and inventory.
- Responds to billing inquiries and concerns of both students and parents. Works in conjunction with necessary staff members to rectify errors and clarify procedures.

Openings and Closings of the Residence Halls
- Assists in the coordination of schedules and deadlines for students and staff.
- Compiles and distributes room inspection materials and information to resident students and staff.
- Is present before and during all openings and closings to ensure a smooth process and handle concerns as they arise.

Student and Staff Related Responsibilities Housing Assignments
- Assists in training the Resident Directors and Resident Assistants in completing paperwork regarding student room condition (Room Condition Reports, Mid-Year Checkouts).
- Oversees the completion and storage of all room condition paperwork.
- Coordinates and tracks distribution and return of student keys.

Community Area Inspections
- Assists in training the Resident Directors on inspections for community areas and residential rooms.
- Summarizes the bi-weekly inspections and relays work orders to the Offices of Custodial Services, Facilities Operations, and Telecommunications as necessary.

Summer Housing Responsibilities
- Assists the Assistant Director of Residential Life with all preparations for the Jubilee Reunion Weekend
- Assists in preparing for students who need to move in prior to the official opening day.

Staff and Student-Related Responsibilities
- Works with Resident Directors to provide prompt and accurate reporting of damages in the residence halls.
- Assists in training the Resident Directors and Resident Assistants in all areas of Housing Operations.
- Responds to inquiries and problems of all staff members in a timely and conscientious fashion.
- Establishes rapport with all relevant offices to ease communication and system improvement, including Facilities Operations, Custodial Services, Public Safety, Student Accounts, Information Technology, etc.
- Responds to billing inquiries and concerns of both students and parents.
- Works in conjunction with necessary staff members to rectify errors and clarify procedures.

Office-Related Responsibilities
- Represents the Office of Residential Life at University functions as needed, including: Open Houses, Senior Night dances, Homecoming, Spring Weekend, Senior Week, etc.
QUALIFICATIONS:
- Bachelor’s Degree required
- Leadership or supervisory experience, matriculation or intention to matriculate, organizational ability
- 1-3 years of relevant experience
- Excellent communications skills and the ability to prioritize and meet deadline
- Because of the live-in nature of this position, the Manager for Damage Billing must conduct themselves as a role model and a professional at all times.

STARTING DATE: 8/19/19
FLSA CATEGORY: Non-Exempt
HOURS: Approximately 19 hours per week.
SALARY: Commensurate with experience
On-Campus Apartment
9 credits of tuition remission per semester;
(18 credits per year)
SEND LETTER & RESUME: Maureen Segota
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