Position: Assistant Director of Housing Facilities  

Department: Office of University Housing

The Assistant Director of Housing Facilities is an essential position within the Office of University Housing; responsible for facilitating an outstanding guest experience to all who reside within the Residence Hall(s), Apartment Complex(s), or other assigned building(s). The Assistant Director will be responsible for the daily operations of facilities of his/her assignment to facilitate a welcoming, caring, healthy and safe environment while promoting community, rooted in the world renowned hospitality of Lafayette, Louisiana. As a vital point of contact to guests, visitors, and persons both within and outside of the University community, this staff member must demonstrate professionalism and the highest levels of guest services at all times, while also responding quickly and effectively in emergencies.

The Assistant Director of Housing Facilities is a full-time position that falls under the essential personnel category and will be a designated Campus Security Authority (CSA). The Assistant Director reports to the Director of Housing Business Operations and Contracts Management.

Minimum Qualifications:

- Bachelor’s Degree – Hospitality Management, Business Administration, Management or other business related field
  - Bachelor’s Degree may be substituted for:
    - Associates Degree and two (2) years of managerial experience within a lodging area of hospitality
- Guest experience champion attitude
- Have knowledge of office procedures including filing, typing, and phone etiquette.
- Possess and have the ability to demonstrate the following qualities: professionalism, effective leadership skills, personal maturity, dependability, motivation, initiative, integrity, responsibility, discretion and strong interpersonal communication skills.

Preferred Qualifications:

- Three or more years of progressive managerial experience relating to facilities, within housing in higher-education or the lodging industry

General Expectations and Duties:

- Responsible for the staffing (recruitment and retention, training, payroll functions) of all Housing Facilities as it relates to the following positions:
  - Housekeeper Supervisors
- Housekeeping Staff
- Building Engineer
- Student Aid Maintenance Staff

- Uphold and adhere to all University student/staff policies.
- Be able to appropriately respond to emergency and non-emergency situations and contact the necessary support resources if further assistance is needed and/or required.
- Lead staff in training sessions and regular staff meetings.
- Departmental liaison to:
  - One Card office for all access to housing areas to include guests, staff, resident and student maintenance
  - Facilities Management
  - University Safety Personnel (Designated Departmental Safety Coordinator)

- Yearly project planning, budgetary project projections, and year-end maintenance cost analysis
- Participate in a Manger-on-Call rotation and be required to be on property within 10 minutes of receiving a call when necessary or able to respond to property by phone conference. (following the Manager-on-Call policies and procedures manual)
- Non-traditional hours may be required:
  - Work shifts that include, but are not limited to: Days, evenings, nights, weekends, holidays, etc.
- Fulfill all duties and responsibilities developed and implemented by the Office of Real Estate.

**Guest Services:**

- Maintain a positive attitude that is welcoming to Guests and supportive of the University and the department.
- Maintain a level of professionalism in communication with guests, staff and visitors
- Assists in the coordination and the facilitation of check-ins and check-outs of guests and their visitors to the halls.
  - To include but not limited to, the assignment of rooms, issuance and collection of; keys, access cards, parking permits, and the activation and termination of other related services that are provided within the Guests experience at the University.
- Responsible for Guest Experience Satisfaction as they relate to the maintaining of all housing facilities.
- Assists with maintaining rooms inventory
- Ensures that the guest experience is maximized by managing the processing, distribution, and follow up for completion, all maintenance requests from guests. Confirming that the guest’s requests are completed within the designated time standards.
- Promote a sense of security within the residence halls through the reporting of any suspicious or threatening activity to appropriate staff.
- Enforces the checking of IDs of the guests entering the building and appropriately log guests entering and exiting the residence hall, enforcing policies outlined in the desk manual and student handbook.
- Serves as the center of communication in emergencies (i.e. fire, accident, physical threat, etc).
Administrative Responsibilities:

- Answer the telephone and respond to inquiries into services provided by Housing or other related services for the Guest Experience, receive and disseminate fliers and other information, and observe general activity within the halls.
- Manages all building functions through the maintenance of files and data utilizing the property management system StarRez.
- Manages the administration of lock out procedures and the checkout process for temporary keys and prox cards, as needed.
- Ensuring that the received and reported requests for repairs, maintenance, and lock changes are completed within the times standards set forth by the central office.
- Attend mandatory staff/scheduling meetings
- Produces weekly reports for review by the Director
- Produces year-end maintenance costs breakdowns
- Performs building/property inspections daily, reporting any deficiencies for correction
  - Building inspections shall include, but are not limited to:
    - Cleanliness, appearance of all facilities, maintenance issues, security issues
  - Reserving and confirming executive hotel suite reservations and organizing housekeeping services for each respective guest during their stay

Administrative Unit:

Administration and Finance.

About the University:

The University of Louisiana at Lafayette holds the Carnegie Foundation classification of "High Research Activity." It is Louisiana's second largest university and offers the doctorate in 10 disciplines, 28 master's degrees, 20 post-baccalaureate certificates, and 55 undergraduate degrees. The University enrolls 16,700 students in nine colleges. It is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools. Information about the Office of University Housing and the University is available at [http://louisiana.edu](http://louisiana.edu)

Salary: Commensurate with Experience

Starting Date: As Soon as Possible

Applications: Applicants should send a letter of application and resume or CV to:
Jules S. Breaux
Director of Housing, Business Operations and Contracts Management
University of Louisiana at Lafayette
Breaux@louisiana.edu