Position Title: Business Manager

Department: Residence Life & Housing

CONTEXT OF THE JOB:
Under the limited direction of the Executive Director of Residence Life & Housing, the Business Manager effectively plans and executes a continuous improvement approach to fiscal oversight systems, front-line customer service, residence hall and graduate on-campus housing safety and security, and information technology functions using cutting edge technologies and approaches that maximize student satisfaction, residence hall occupancy, and retention. The Business Manager serves as an ambassador of new system development and technology toward continuously improving services with a large campus housing system comprised of over 42 residence halls housing 7,500 graduate and undergraduate students with over $40 million in annual transactions. The Business Manager utilizes position roles to maximize student learning, student satisfaction, and student occupancy rates.

This position is a member of the senior staff leadership team that works with the Executive Director, Senior Associate Director, Associate and Assistant Directors to formulate department policies and practices, to develop department-wide goals, to assist with the development of the long-range strategic plan, and to engage in policy formation and implementation.

MAJOR RESPONSIBILITIES:
• Provide leadership and direction to department committees, strategic plan priorities, and project groups as chairperson. May represent the department on designated Division of Student Life committees.
• Liaison with appropriate Residence Life & Housing staff, Auxiliary Services Budget Director, and Budget Office staff on fiscal concerns. Conduct analysis and develop occupancy reports for multiple units responsible for institutional budget projections.
• Develop systems to analyze and report on department spending and fiscal management. Assist with annual budget development. Maintain up-to-date knowledge of fiscal policies and procedures and adjust departmental systems accordingly.
• Design and facilitate training for new and continuing staff on financial management systems.
• Develop systems to monitor and respond to on-campus student graduate and undergraduate housing contract compliance concerns serve as point person for concerns related to bills, registration holds, credits, and adjustments. Design methods to identify billing anomalies. Develop an operational understanding of pre-billing system design and implementation. Work with students in violations of contractual agreements to resolve concerns and coordinate resolution as appropriate.
• Analyze, audit, and develop response to student billing issues related to housing charges. In conjunction with the Associate Director, Prepare and analyze Quality Control reports of student billing account transactions and reconcile UDSIS and StarRez transactions; coordinate resolution of discrepancies with Student Financial Services. Identify and resolve billing issues and concerns for all on-campus family and graduate housing. Develop system to track and audit break housing and early arrival/late stay accounts receivable Engage with multiple external units to ensure proper collection of funds for sponsored early arrival/late stay and break housing groups.

• Initiate the annual review process and make recommendations for modifications to the Graduate Housing Contract and the undergraduate Student Housing Contract. Consult with UD Legal Counsel on housing contract matters.

• Coordinate as needed with Facility and Auxiliary Services Financial & Management Services and Student Financial Services on items such as liability accounts, Internal Audit requirements, and records discrepancies among multiple systems and departments impacted by student room assignments and space inventory records.

• Develop and implement a system to periodically audit compliance with UD Procurement policies and procedures for approximately 40 full-time staff and over 165 Cost Centers and totaling over 3,000,000 annually. Develop a system for internal checks and balances and continuous improvement of departmental practices. Address staff performance concerns.

• Oversee non-exempt live in staff apartment rental furniture budget with over $75,000 in annual expenditures.

• Coordinate and authorize StarRez occupancy system user security requests for both departmental and external constituents; manage quarterly and annual StarRez security access audits.

• Manage departmental technology maintenance, management, and upgrades. Serve as liaison with Facilities IT support team and maintain awareness of operational changes that impact departmental IT capacities.

• Maintain up-to-date knowledge of institutional IT security protocols and procedures. Develop systems and formal protocols to ensure department-wide compliance and security of sensitive student information. Develop tracking systems for all computing hardware, software, and replenishment schedule for approximately 40 full-time staff and approximately 25 student staff offices.

• Maintain contemporary knowledge of technology applications in Residence Life & Housing to continuously improve the customer experience and develop on-going training for administrative and live-in personnel. Maintain contemporary knowledge of StarRez web-based assignment and data management software and University reporting systems such as PeopleSoft, Cognos, and UDSIS.

• Develop processes, protocols, and procedures related to secure distribution and management of student and staff keys and building access cards. Liaison with appropriate personnel to ensure effective functioning and monitoring of key and access card distribution and tracking systems. Periodically audit systems. Oversee key/card loss reporting and accountability.
• Develop, oversee, and handle response to concerns with mail and package security within the residence halls. Lead investigations on loss reports, coordinate with Risk Management on reimbursement issues, and liaison with delivery companies to address departmental liabilities related to loss reports.
• Liaison with Director of Risk Management on institutional responses for student damage claims caused by facility malfunctions or Environmental Health and Safety concerns.
• Develop and oversee emergency and crisis communication systems including phone systems for over 200 hall staff, UD-Alert systems and StarRez SMS Notification Systems pertaining to residence hall staff, and liaison with Campus Safety and University Police for annual and new-employee training as Emergency Command Staff personnel. Serve as Residence Life & Housing representative on disaster planning and table-top training exercises sponsored by emergency response agencies.
• Directly supervise Customer Service Specialist, and indirectly supervise student staff for a high-volume operation dealing with routine and highly complex concerns. Continuously improve customer experience.
• Oversee the self-governing UD owned Greek Housing program. Liaison with UD Student Center staff advisors and UD Facilities personnel to provide support and resources to student leaders and residents. Annually update policy and procedure guides.
• Participate in professional development activities and maintain membership in professional organizations.
• Perform miscellaneous job-related duties as assigned.

QUALIFICATIONS:
• Bachelor’s degree in a related field and four years of related work experience, or equivalent combination of education.
• Strong organizational skills and the ability to effectively manage multiple priorities while giving attention to details.
• Demonstrated ability to analyze and interpret software and other forms of data and prepare complex reports, statements, and/or projections as well as a proven ability to handle highly confidential information.
• Proficiency with database and spreadsheet software such as Microsoft Excel; knowledge of query writing tools and SQL is preferred.
• Effective interpersonal and oral and written communication skills and the ability to work effectively with a wide range of constituencies in a diverse environment.
• Experience in directing staff and developing and conducting training.
• Demonstrated ability to analyze and assess information technology training/development needs.
• Demonstrated ability to analyze problems and develop creative solutions to complex issues; facilitate procedures during system failures; direct and enforce policies and procedures.