

Job Description



Job Title:	Coordinator, Occupancy and Data
Department:	Housing & Residences
Reports To:	Manager, Housing Occupancy and Operations
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	November, 2017

Primary Purpose

The Coordinator, Occupancy and Data plays an integral role in the business operations for Waterloo Housing & Residences. Coordinators ensure there are appropriate residence applications available for students and that students are able to book suitable residence spaces. The incumbent manages the logistics for student residence applications, contributes to projects related to occupancy and enrolment information, and leads projects related to process efficiencies and standards. Coordinators maintain residence occupancy records and use the data analysis to proactively recommend admissions processes and approaches.

Key Accountabilities

Manage residence application system and book students into facilities

- Reviews, revises and implements all residence applications (graduate, undergraduate, family, exchange, visitor and all other groupings) each year, while focusing on improving the application process experience and efficiency
- Processes student housing applications with accuracy and attention to detail, while ensuring students are placed in appropriate residence rooms/facilities conducive to positive academic and social experiences
- Co-ordinates, supports, and processes residence room changes and residence cancellations for students living in residences

Analyze residence occupancy data

- Participates in cross-functional teams working together to increase the impact of business intelligence tools, assessment and residence bookings information
- Conducts business analyses and functional design activities for capturing, storing and extracting residence occupancy data across the department
- Designs, models, and builds data structure and data mapping to support the department's reporting requirements
- Participates in strategic assessments to identify current/emerging business issues and find high-impact solutions to meet residence occupancy goals
- Contributes towards departmental data management strategies, and produces residence occupancy trends and student enrolment reports

Subject matter expert on accommodations available to students

- Has a sound understanding of current student enrolment by collaborating with the Registrar's Office and Graduate Studies Office
- Works with Residence Facilities and Student Development and Residence Life staff to understand Waterloo Housing & Residences options available to students
- Participates in ongoing research related to off-campus student housing
- Applies knowledge and best practices to ensure that every student, regardless of functional limitations, has access to accessible housing options. The incumbent collaborates to ensure rooms are organized to meet students' needs

Contribute to residency policy development and procedural adherence

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- Develops a comprehensive, cross-functional understanding of business processes, enterprise systems, and university databases as it relates to student enrolment and residence occupancy
- Contributes to the development of residence terms and conditions, and ensures contracts reflect department policies, procedures, eligibility and important dates, as determined by undergraduate/graduate calendars
- Collaborates with department and campus partners to ensure residence room change and cancelation policies are appropriate, student-centric and support the departmental mandate.
- Organizes residence financial appeals committee work – including administrative and student communication
- Ensures residence financial deposits are processed following the direction of Residence Finance and Corporate Finance

Collaborate with department and campus partners

- Participates in start of term and arrival conversations with Residence Facilities and Student Development and Residence Life staff to ensure residence occupancy and bookings are highlighted and considered when welcoming students into Waterloo Residences
- Supports end of term processes to ensure students are able to vacate their rooms at an appropriate time
- Coordinates and communicates with Student Development and Residence Facilities staff for needs related to residence occupancy, bookings and applications to ensure all areas of the department understand how and when students take advantage of facilities
- Liaises with campus partners to ensure students are appropriately accommodated in residence facilities
- Highlights residence occupancy forecasts and enrolment projects when contributing to residence facility capital renewal work and planning

Required Qualifications

Education

- Undergraduate University degree and/or College Diploma in a quantitative field is preferred

Experience

- Minimum of 3 years' experience in planning, analysis, logistics or related fields
- Experience and understanding of university-based housing initiatives preferred

Knowledge/Skills/Abilities

- Must possess a high degree of maturity, patience and judgment
- Self-motivated to take initiative, resolve problems and escalate more complex issues
- Strong analytical acumen
- Collaborative work ethic
- Compassionate and considerate client service

Nature and Scope

- **Contacts:** Internally, communicates and builds collaborative relationships with Housing & Residences staff. Externally, collaborates with Registrar's Office staff, Graduate Students' Office staff, Faculty Co-ordinators and IST staff.
- **Level of Responsibility:** This job has specialized work with moderate supervision and provides guidance to others in all areas of the department of Housing & Residences.
- **Decision-Making Authority:** Provides expertise in student housing policies and practices related to space planning, occupancy records and occupancy management. The incumbent makes recommendation on business processes and procedures.
- **Physical and Sensory Demands:** Minimal demands typical of a position within an office environment. Excessive sitting, concentrated use of visual senses and dealing with distractions (as part of office environment).

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- **Working Environment:** May experience exposure to disagreeable conditions typical of working with people in distress, as well as normal stress and pressure associated with customer service positions. Work volume varies at different times of the year.