

Classification	Administrator
Original Date:	May 19, 2017
Revision Date:	March 6, 2020
Pay Group:	12

DIRECTOR, STUDENT HOUSING SERVICES

NATURE AND SCOPE OF WORK

Reporting to the Vice-President, Finance and Administration, the Director, Student Housing Services is responsible for the operation of Capilano University Residence, with a strong focus on providing an exemplary student experience. The Director oversees all aspects of the Student Housing Services Department including administration and assignments, residence life and day-to-day facilities operations, and ensures that the budgetary needs of these areas are met.

Capilano University is currently undertaking the planning to construct housing on campus. The Director will support the planning and work collaboratively with the Director, Facilities Services and Campus Planning. In addition, the Director will lead the development of a multi-year housing plan and development of employee housing programs.

The Director facilitates a balance between Student Housing Services' role as an ancillary, revenue-generating department and the role of Capilano University Residence as an engaging and student-centered addition to the learning environment.

ILLUSTRATIVE EXAMPLES OF DUTIES

Residence Operations and Administration

- Responsible for the daily operations of the student residence facility and provides input to the strategic and directional leadership to the Student Housing Services Department.
- Responsible for the occupancy management of Capilano University Residence including applications, assignments, fees and student contracts. Provides regular updates regarding current and targeted occupancy rates and trends.
- Leads the facilities planning and day-to-day maintenance processes for existing housing properties with a focus on maintaining facilities that contribute to a positive student experience. Acts as the main point of contact for private partners responsible for preventative maintenance and building systems.
- Coordinates Capilano University Residence marketing and recruitment efforts in collaboration with Communications and Marketing.
- In collaboration with the Registrar's Office sets the annual Residence schedule, including key dates such as move-in and move-out, special events, and closures, and ensures that these are consistent with the academic calendar and support operational needs.
- Manages the Student Housing Services budget and provides regular revenue and expense reports and projections that are informed by occupancy targets.
- Coordinates with the Director responsible to ensure the effective management of Residence-specific contracts such as custodial services, parking, and security.



Residence Life and Emergency Response

- Oversees Residence Life programming and ensures the delivery of student success driven learning and engagement opportunities that are informed by best practice and theory.
- Motivates and empowers staff to create a Residence community that promotes student learning and development.
- Provides direction to Residence Life professional staff regarding the hiring, training, and supervision of Residence Life student staff members.
- Administers the Residence student conduct system in collaboration with Student Affairs and responds to high-risk behavioural concerns within the Residence community.
- Responds to escalated residence student concerns or complaints and acts as the case manager for complex or challenging incidents.
- Coordinates in collaboration with the Manager, Campus Security emergency planning and response related to facilities emergencies, natural disasters, and student crises (including high-risk scenarios involving mental wellness, sexual violence, or significant behavioural concerns) in the residence community.
- Provides administrative-level on-call support to employees supporting students and guests in residence on a 24/7 basis.

Planning and Policy Development

- Leads the development and review of Residence policies and procedures and assists in the review of institutional policies and procedures as they relate to Student Housing Services.
- Leads the development of a multi-year student housing plan to inform new housing construction and housing requirements.
- Leads the development of policies and programs to establish employee housing that supports recruitment and retention of employees.

Conference and Events

- Manages the food services contract for housing as well as dining services for the North Vancouver campus.
- Provides oversight and delivery of conferences rentals, short-term rentals and other spaces to increase utilization of facilities year-round.

Personnel Management

- Provides supervision, leadership, and coaching to the Student Housing Services team to ensure the delivery of a quality service experience.
- Provides regular feedback and evaluation to team members and promotes the development of individual and shared goals.
- Hires and trains new departmental staff in coordination with Human Resources, to ensure congruence with the strategic direction and operations of Student Housing Services.



Other Duties

- Acts as the representative for Student Housing Services on campus committees and maintains regular connections with campus partners
- Liaises with area businesses and groups to develop and maintain effective community partnerships in the area immediately surrounding Capilano University Residence.
- Maintains regular connections with professional associations and networks related to the student housing field to remain informed regarding current best practices and research.
- Undertakes special projects and assumes additional duties as assigned.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Demonstrated ability to lead and develop departments, projects, and people, with a strong focus on operational success and service excellence.
- Strong strategic planning, organizational, and budget management skills.
- Working knowledge of emergency response procedures, crisis response, and critical incident management.
- Strong understanding of current trends, best practices, and research as they inform the student housing field.
- Extensive knowledge of student development and their application for student engagement programming, student staff training, and student conduct.
- Experience working in diverse communities and supporting the needs of a population that includes international students, indigenous students, and students with accessibility needs.
- Proven ability to develop concise and well-informed policies, procedures, and business practices related to student residences that minimize risk to students, staff, and the institution and contribute to positive service experiences.
- Understanding of building facilities maintenance and capital planning processes.
- Knowledge of current practices related to marketing and communications in a post-secondary environment.
- Ability to maintain confidentiality in accordance with freedom of information and protection of privacy (FOIPOP) regulations, and deal with sensitive issues with tact and diplomacy.
- Knowledge of student systems and software such as StarRez and Banner.
- Excellent verbal and written communication skills to ensure positive interactions with a variety of stakeholders.
- Proven ability to multi-task and prioritize work in a fast-paced and changing environment.

REQUIRED TRAINING AND EXPERIENCE

- Master's degree required or equivalent. Educational background in business, education, psychology, or another related field.
- A minimum of seven years of recent experience in post-secondary student housing or an equivalent field.
- Formal training in crisis response and emergency management is considered an asset.



- Holds and continually maintains a valid class 5 British Columbia driver's license (in order to travel between off campus housing and the North Vancouver campus).