

Classification	Administrator
Original Date:	19 May 2017
Revision Date:	March 22, 2023
Pay Group:	10

JOB DESCRIPTION – MANAGER, STUDENT HOUSING

NATURE AND SCOPE OF WORK

Reporting to the Director, Student Housing and Food Services, the Manager, Student Housing is responsible for the operation of Capilano University Student Housing. With a strong focus on providing an exemplary student experience, the Manager oversees all aspects of the Student Housing operation, including administration and assignments, programming and day to day facilities operations, and ensures that the budgetary needs of these areas are met.

The Manager, Student Housing Services is responsible for overseeing the implementation of Capilano University's Student Housing Experience, including the development of the Residence Life program curriculum, staff recruitment and supervision, training and development, and student leadership development. They coordinate the delivery of all Residence Life services to residents in order to achieve departmental goals. The Residence Life program aims to support student recruitment, retention, academic success, personal development, community development and leadership development.

The Manager, Student Housing Services is required to oversee the team members who provide 24/7 on-call rotation coverage, while providing additional coverage and support as needed for CapU student housing facilities. The job requires frequent irregular hours including extended workdays, attendance at evening and weekend meetings and programs, occasional travel, and work has sessional peaks and an annual cycle.

ILLUSTRATIVE EXAMPLES OF DUTIES

Student Housing Operations and Administration:

- Responsible for the daily operations of the student housing facility and provides input for the strategic and directional leadership to the Student Housing Services Department.
- Supports the facilities planning and day-to-day maintenance processes for housing with a focus on maintaining facilities that contribute to a positive student experience.
- Responsible for the occupancy management of Capilano University Student Housing including applications, terminations, assignments, fees and student contracts. Provides regular updates regarding current and targeted occupancy rates and trends.
- Assists in the review of institutional policies and procedures as they relate to Student Housing Services.
- In conjunction with the Facilities Department, manages day to day and emergency/unplanned facilities maintenance issues within the Student Housing community. Conducts regular reviews and inventory of the condition of Student Housing buildings, cleaning protocols, furniture, equipment and supplies, with a strong focus on safety and security.



- Acts as a point of contact for private partners responsible for preventative maintenance and building systems at the student housing.
- Coordinates Capilano University Student Housing marketing and recruitment efforts in collaboration with the Recruitment team, Marketing and Digital Experience team and the Centre for International Experience.

Student Housing and Emergency Response:

- Facilitates Student Housing programming ensuring the delivery of student success driven learning, health, wellbeing and engagement opportunities that are informed by best practice and theory.
- Motivates and empowers staff to create a housing community that promotes student learning and development.
- Provides direction to Student Housing professional staff regarding the hiring, training, and supervision of student staff members, and Resident Life Facilitators.
- Liaises with faculty, staff and parents who may be impacted by critical incidents to ensure they are appropriately supported and works with Student Affairs office, Campus Security, RCMP, and emergency services to support broader investigations and crisis response.
- In collaboration with Campus Security and Emergency Preparedness, and the Director, coordinates 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 student housing community.
- Provides supervisory level on call support to students in student housing on a 24/7 basis. Provides on call coverage for the Residence Life Facilitators on an occasional, as needed basis (e.g. during vacation, illness, short term leaves).
- Collaborate with and refer students to other services departments, examples include Campus Health clinic, Equity and Inclusion Office, CIE, Student Learning commons, Indigenous Services, Athletics & Recreation and Counseling and accessibility services.

Personnel Management:

- Provides supervision, training, 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 a representative for Student Housing and Food 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 Student Housing.



- Maintains regular connections with professional associations and networks related to the student housing field to remain informed regarding current best practices and research.
- Creates programming consistent with the University's mission, vision, values, strategic directions, Indigenization of programs and the Okanagan Charter.
- Ensures appropriate systems and procedures for housing operation, facility maintenance, scheduling, bookings, accounts payable and accounts receivable are in place.
- Undertakes special projects and assumes additional duties as assigned.
- May be required to provide coverage for other CapU housing locations.

Supervision Received

- This position meets regularly with the Director to provide information, discuss cases of significantly heightened complexity or risk, advise on issues related to Student Housing operations that extend beyond the scope of the assigned residence area, and to assess current and future Student Housing operations.

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 Housing 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 partners.



- Proven ability to multi-task and prioritize work in a fast-paced and changing environment.

REQUIRED TRAINING AND EXPERIENCE

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