



On/Off-Campus Housing Customer Service Supervisor Job Description

JOB INFORMATION

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| <i>Job Code:</i> | 143242 |
| <i>Job Title:</i> | On/Off-Campus Housing Customer Service Supervisor |
| <i>FLSA Status:</i> | Non-Exempt |
| <i>Supervisory:</i> | Supervises student, temporary and/or resource workers. |
| <i>Job Family:</i> | Customer Service |
| <i>Job Family Group:</i> | Administrative Support |
| <i>Management Level:</i> | 6 Supervisor |

JOB SUMMARY

Coordinates and monitors building and office operations to ensure best quality practices are met daily. Hires, trains, supervises, coaches, counsels and evaluates 15-20 student employees. Creates reports on work orders, occupancy discrepancy and key tracking. Develops and maintains open, positive, effective and constant communication with residents, parents, fellow staff, custodians and vendors. Accepts, logs, oversees, returns and reviews all mail provided by federal and private mail/parcel carriers. Conducts regular building inspections, and inspects rooms for working smoke detectors and any health and safety violations. Structures open house tours and move-in events. Maintains guest reservations and records of accommodations, manages records of all transactions, and turns in payment slips daily.

JOB QUALIFICATIONS:

Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i> | <i>Field of Study</i> |
|------------|-------------|---------------------------|-----------------------|
| X | | High school or equivalent | |
| | X | Associate's degree | |
| | X | Bachelor's degree | |

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

| <i>Req</i> | <i>Pref</i> | <i>Work Experience</i> | <i>Experience Level</i> |
|------------|-------------|------------------------|-------------------------|
| X | | 2 years | |
| | X | 4 years | |

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

| Req | Pref | Functional Skills |
|-----|------|--|
| X | | Experience in property management, customer service, administration or relevant fields, with some experience in a management/leadership role. |
| X | | Experience advising and counseling students. |
| X | | Proven knowledge of residential building operating procedures, layouts, configurations, and inventories. |
| X | | Working knowledge of California tenant laws and issues, rental market conditions and trends, and resources available to university students. |
| X | | Proven interpersonal, analytical, and oral and written communication skills. |
| X | | Demonstrated experience interacting with communities diverse with regard to cultures, backgrounds, and socioeconomic status, exercising diplomacy, tact, and discretion. |
| X | | Ability to help foster environments of trust, collaboration, transparency, and accountability. |
| X | | Proven organization and project management skills, able to successfully multitask and shift priorities. |
| X | | Experience resolving conflicts, problem solving, and encouraging partnerships. |
| | X | Proven knowledge of undergraduate and graduate student development theories, from psychosocial and cognitive/structural theories, to ecological and integrative ones. |
| | X | Demonstrated experience with computer operating systems, mobile applications, and social media (e.g., Microsoft Office, Instagram, Google Docs, Slack). |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| Coordinates and monitors office operations to ensure best quality practices are met daily. Hires, trains, supervises, coaches, counsels and evaluates 15-20 student employees, on average. Creates and revises semester schedule, reviews and approves time cards and adjusts for missing or inaccurate time punches. Creates reports on work orders, occupancy discrepancy and key tracking. Maintains and prints building rosters weekly, assesses condition of rooms, and bills residents for damages, lost keys, access cards and more throughout the year. | | | | |
| Develops and maintains open, positive, effective and constant communication with residents, parents, fellow staff, custodians and vendors, following up on work orders and resolving any complications efficiently and in a timely manner. Is mindful of inter- and cross-cultural communication within university living environments when conducting complaint and dispute resolutions. Documents staff infractions and holds one-on-one biweekly staff meetings to ensure best practices. | | | | |
| Accepts, logs, oversees, returns and reviews all mail provided by federal and private mail/parcel carriers. Responsible for troubleshooting at print stations before requesting assistance from Housing IT. Conducts regular supply inventory audits and oversees items needed for move-in/out (labels, envelopes, signage, etc.). Orders supplies for offices, managers and print stations. | | | | |
| Conducts regular building inspections, and inspects rooms for working smoke detectors and any health and safety violations. Communicates in advance with residents prior to entering apartments and before and after completing work requests. Ensures all physical keys accounted for and tested prior to resident assignments or key changes. Oversees locks for programming of rooms, stairwells and lounges residents are assigned and given access to. Provides and maintains keys for reserved areas and common spaces. | | | | |
| Structures open house tours and prepares for move-in events. Facilitates summer rental offers for conferences, coordinating with linen and maid services to ensure rooms are prepared and serviced weekly. Maintains reservations and records of accommodations, manages records of all transactions, and turns in payment slips daily. | | | | |

Other Requirements

| <i>Essential:</i> | <i>Emergency Response/Recovery</i> | <i>Essential:</i> | <i>Mandated Reporter</i> |
|--|--|-------------------|---|
| | In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed. | | A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/ |
| <i>Campus Security Authority (CSA)</i> | | | <i>Essential:</i> |
| By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/ | | | Yes |

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.