



**Position:** Assistant Director, Residence Life Operations  
Residence Life Office, Campus Culture and Student Life

**Summary Description:** Spring Hill College is seeking a dynamic, student-centered individual to join the Residential Life team as the Assistant Director for Residence Life managing operations and administrative support. This position has two primary areas of responsibility: 1) managing the day-to-day operational processes including occupancy management, housing assignments, billing, facilities, coordination of health and safety compliance, working collaboratively with campus partners and external vendors to ensure smooth, efficient, and student focused residential experience and 2) administrative support for Residential Life supporting budget tracking, payment processing, and related functions ensuring efficient departmental operations. This is a full time, in-person position which requires the ability to work independently, confidentially, and cooperatively, while exercising sound judgment and initiative.

**Description of Duties and Responsibilities:**

Reports to the Executive Director of Student Life

- Oversee all aspects of housing operations, including housing selection, assignment processes, and room change procedures for all residential spaces.
- Administer and maintain the SCH housing management software (Jenzabar), ensuring accuracy and efficiency in housing data management.
- Manage all resident and commuter meal plan assignments.
- Coordinate early arrival requests and oversee residential check-in processes for each Move-In Day.
- Collaborate with Conference and Event Services to coordinate housing and logistics in support of camps, conferences, and other community events.
- Maintain meticulous attention to detail to effectively manage large data sets with minimal errors.
- Run and review daily housing reports for accuracy.
- Serve as a liaison between Residential Life and internal/external partners to ensure records are consistent and processes align.
- Maintain student files in a confidential and secure manner.
- Train and supervise resident assistants and student workers as needed
- Review and manage commuter student waiver requests.
- Verify end-of-month budget reports for accuracy.
- Point of contact to coordinate with Student Accessibility Resource office to review approved accommodations.
- Monitor office expenditures and reconcile accounts.
- Support budget tracking, processing transactions, and maintain accurate financial records.
- Oversee and coordinate daily office operations, workflow and procurement of supplies; manage office calendar; work requests as needed.
- Provide high-level administrative support with sound judgment, confidentiality, and accuracy.
- Perform other duties as assigned

**Required Knowledge, Skills and Abilities:**

- Familiarity with or sincere interest in learning about the mission of Spring Hill College and the meaning of a Jesuit education, thus enabling the employee to support and strengthen the Jesuit, Catholic mission of Spring Hill College.
- Proven ability to support and contribute to a culture of inclusion, equity, and respect for diverse backgrounds, perspectives, and traditions in alignment with SHC mission.
- Proficiency with Microsoft Office Suite, Google Workspace, and standard office software; ability to produce professional letters, reports, and documents.

- Willingness to learn and work with college database systems (Jenzabar and Adirondack).
- Strong organizational skills and problem solving skills with ability to work independently, prioritize tasks, and solve problems effectively.
- Excellent oral and written communication skills; strong interpersonal and relationship-building abilities.
- Ability to handle confidential information with discretion.
- Competence in mediation, conflict resolution, and customer service in higher education settings.
- Ability to maintain composure and professionalism in high-pressure situations
- Experience managing office budgets, including expenditure tracking and account reconciliation
- Ability to interpret and apply SHC policies and procedures, making appropriate referrals as needed.
- Demonstrated ability to build and maintain effective collaborative relationships.
- Flexibility to work occasional nights and weekends.
- Ability to troubleshoot and resolve issues independently while knowing when to seek assistance.
- Knowledge of modern office practices, procedures, and technologies.

Qualification Standards:

*Minimum Qualifications:* Bachelor's Degree in Education, Business Administration, Psychology or related field with 3-5 years of related experience.

*Preferred Qualifications:* Master's Degree in College Student Personnel, Higher Education Administration, Student Development, Business Administration or related field with 2 years of professional experience.

Cover letter and resume should be sent to [reslife@shc.edu](mailto:reslife@shc.edu)

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Spring Hill College is an Equal Opportunity Employer that values inclusion, respect, and the inherent dignity of every person, consistent with our Catholic, Jesuit mission.

The College reserves the right to modify, reassign, or eliminate job duties and responsibilities, or to combine positions, or portions thereof, at any time, with or without notice.  
This job description is not an employment agreement or contract.

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