

Housing Coordinator

Job Title: Housing Coordinator

Salary Type: Exempt

Reports to: Housing Director

Effective: As soon as possible

PRINCIPAL OBJECTIVE:

This full-time exempt-level position assists Fraternity Housing Corporation (FHC) facilities & employees and supports Chapter House Corporations (CHCs) to ensure a positive housing member experience.

CORE RESPONSIBILITIES:

- Responsible for managing FHC storage units, including building and maintaining strong partnerships with chapter officers and AACs, the wish list process, and presenting annual fee, budget presentations, reviewing & collecting signed agreements, and uploading to eReports
- Owns FHC/housing documents in the Resource Library and participates in quarterly updates
- Assists with content creation, scheduling and participation in FHC/Chapter Agreement annual meetings
- Updates, maintains and provides suggestions for improvement of all CHC and FHC tracking documents
- Reviews all CHC-related reports and follows up on issues
- Facilitates CHC training for new CHC members
- Assists in reporting elevated chapter status updates to CHCs
- Reviews CHC Secretary of State filings and follows up accordingly
- Coordinates with the Marketing and Communications team for FHC marketing efforts
- Coordinates with the Membership team to review the chapter's AME & Risk Audit questions annually and assists with responding to data when results are received
- Communicates with CHCs regarding timing of LDC visits and the purpose and process. Reviews all CHC LDC reports and follows up on outstanding housing issues, partnering with the Assistant Director of Housing (ADH) for elevated concerns
- Participates in the LDC training, fall check-in and spring wrap-up. Responsible for updating training presentations
- Coordinates preliminary extension efforts for new FHC facilities
- Partners with the ADH and Human Resources to support with onboarding and training of new FHC House Directors and local staff
- Develops relationships with outside vendors including CSL, food service vendors, MJ, Fraternal Law, etc.
- Attends FHC/Fraternity events based on staffing needs
- Other duties as assigned

CORE COMPETENCIES:

Effective Communication: Possesses strong oral and written communication skills.

Problem Solving: Solves difficult and complex problems with practical, effective solutions; agile and resourceful; takes initiative to research and brainstorm viable solutions.

Planning & Execution: Plans and organizes work effectively; manages time efficiently, completes multiple tasks on time.

Member Focus: Is dedicated to meeting the expectations and needs of members; ensures first-hand information is obtained and used to improve programs and services.

Service Focus: Recognizes and values the importance of service to others.

Collaborative Style: Builds strong partnerships and alliances with others by identifying mutual goals and fostering open dialogue.

Change Management: Demonstrates personal flexibility and resilience.

Credibility: Adheres to and advocates Pi Beta Phi values, policies and guidelines; is accountable and expects accountability from others, trusts others and is trusted; maintains confidentiality.

Technical Skills: High level of proficiency with use of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), database software and the Internet.

SELECTION CRITERIA (Knowledge, Skills and Abilities):

Bachelor's degree in a business or communications related field with minimum of three years of experience in an office setting or any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

ADDITIONAL INFORMATION:

Moderate travel required