

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: NEW POSITION EXISTING POSITION
(allocated)

PART I - Position Information. Items 1 through 12 to be completed by department

1. Agency Name: Kansas State University
9. Position Number: W0043141
10. Department ID: 3670009200

2. Employee Name (leave blank if position vacant)
11. Present Class Title (if existing position)
Sr. Administrative Assistant
(working title: Occupancy Coordinator for Jardine Apartments)

3. Division: V.P. for Institutional Advancement
12. Proposed Class Title

4. Section: Housing and Dining Services

5. Unit: Jardine Apartment Complex

6. Location (address where employee works)
City: Manhattan County: Riley

7. Type of Appointment (Circle)
Full Time Part Time 100%
School Employee
Limited Term ending date (if applicable):

H	13. Allocation	Senior Administrative Assistant	
U	Supervisory Status:	yes/no	FLSA CODE: nonexempt/exempt
M	14. Effective Date:	8/26/08	
A	15. By:	Approved:	DM
N	16. Audit(s)	Date:	By:
-		Date:	By:
R	17. Position Review(s)	Date:	Date:
E		Date:	Date:
S		Date:	Date:

8. Regular hours of work: (enter appropriate time)
FROM: 8:00 AM/PM TO: 5:00 AM/PM
Evening or week-end work may occasionally (3-4 times per year) be required.

PART II - Organizational Information. To be completed by department head or supervisor of the position.

18. a) Briefly describe why this position exists. (Include how the position relates to the purpose, goal, or mission of the unit.)
This position exists to coordinate the occupancy of more than 750 Jardine Apartments.
b) If this is a request to reclassify a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of the incumbent in this position? (Who assigns work, gives directions, answers questions and evaluates.)
Name: Connie Bingham Title: Administrative Officer Position Number: W0005424
List other individuals who may provide input for evaluation purposes.
Name: Stephanie Bannister Title: Associate Director Position Number: W0033314

20. a) How much latitude is employee allowed in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.
Employee is allowed considerable latitude in completing work. Assignments are made orally or written in general terms. Guidelines and instructions are by Kansas State University Policies and Procedures Manual and job manual. Work is periodically reviewed by supervisor for outcome achieved.

21. Describe the work of this position using this page and/or one additional page only. (Please use the following format to create task statements for actual job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); **how** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task, state: Who reviews it? How often? What is it reviewed for?

Number each task and indicate percent of time and identify each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incidental or minimal part of the position or one that can be performed with assistance or by another individual. **OFFICIAL DETERMINATIONS ARE MADE BY CLASSIFICATION SERVICES.**

*The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

No. % E or M

1. 50% E Coordinate apartment assignment of students into the apartments for fall and spring semester using HMS Odyssey (computerized Housing Management System that integrates occupancy, accounting, facility and patron information) software. Maintain transfer listing for apartments. Produce and process apartment and building changes in conjunction with Area Coordinators. Maintain and update occupancy database by entering apartment changes and/or apartment transfers in HMS Odyssey software so that reports/occupancy statistics can be used to compile and generate routine and ad hoc reports and to ensure accurate billing amounts. Explain the Intent-to-Vacate process and Jardine apartment rental agreement to those residents vacating and/or needing to make financial arrangements. Collaborate with Area Coordinators to set deadlines and answer student questions and concerns. These duties are performed by applying knowledge of HMS Odyssey software, knowledge of Jardine Apartment rental rates, policies and procedures.
2. 15% E Document oral and written communication with students and parents concerning specific housing requests prior to generating automated assignment reports by maintaining organized, accurate files. Collaborate with Area Coordinators to place students as requested during RSVP (process that allows students to indicate their living space preferences). Coordinates, prepares, and organizes the mailing of assignment letters and informational brochures. Knowledge of university and departmental policy and procedures and various computer programs is essential to complete these tasks.
3. 15% E Verifies and ensures accuracy of charges and related data prior to departmental submission of charges to iSIS. Assist in processing billing to iSIS. Assist students with delinquent balances by reviewing departmental and University procedures. Enters daily Jardine deposit (cash and on line transactions) information in HMS Odyssey and the University CASHNET program in order to accurately account for monies received. Calculates and enters billing adjustments (damages, cleaning charges, lock-out charges, etc.) in HMS Odyssey to ensure accuracy of bills by applying knowledge of university, department, and state of Kansas policies and procedures.
4. 10% E Coordinate with departmental Information Technology staff to review and verify accuracy of roommate information imported to HMS Odyssey. Respond to inquires regarding assignment and occupancy, contract cancellation policies, and procedures by applying knowledge of university and departmental policy and procedures.
5. 10% M Perform other duties to include, but not limited to, performing receptionists duties as needed, assisting or serve as back-up in performing duties related to the Jardine electronic door access system, performing general administrative/office support tasks as requested.

22. a) If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

- Lead worker: Assigns, trains, schedules or oversees work of others.
- Supervisor: Plans, staffs, evaluates, and directs work of employees of a work unit.
- Manager: Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b) List the class titles, and position numbers of all persons who are directly supervised and evaluated by employee in this position.

Title	Position Number
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23. Which statement best describes the results of error in action or decision of this employee?

- Minimal property damage, minor injury, minor disruption of the flow of work.
- Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
- Major program failure, major property loss, or serious injury or incapacitation.
- Loss of life, disruption of operations of a major agency.

Please give examples and describe consequences of action.

Residents receiving incorrect or incomplete information may be inconvenienced and/or disgruntled, may not have a full understanding of the rental agreement, terms and provisions. Incorrect assignment of charges may result in loss of revenue, inaccurate charges. Deposits made into wrong departmental account may result in inaccurate information. Any and all errors have the potential to require excessive time by either/or Jardine administrative staff or departmental administrative support staff.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Direct daily contacts are made with students, parents and departmental staff regarding apartment assignments and related changes. Periodic contact with University Cashier's Office staff to verify Jardine deposit or to resolve questions about resident accounts. Regular contact with administrative, information technology and residence life staff to coordinate routine business functions.

25. a) What hazards, risks or discomforts exist on the job or in the work environment?

Dealing with disgruntled students and parents, residents, and visitors in person or by phone. Viewing computer screen and repetitive motions.

b) Describe any methods, techniques, procedures or equipment that must be used to ensure safety for equipment, employees, clients and others.

Periodic breaks from computer screen and repetitive motion. Use of ergonomically correct work station.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which each is used.

Daily: telephone, computer, printer, calculator, copier, FAX machine.
Occasionally: credit card machine

PART III - Education, Experience and Physical Requirements Information.

27. MINIMUM REQUIREMENTS as stated in the State of Kansas Class Specification. (Job skills beyond state specifications should be entered in #29)

One year of experience in general office, clerical and administrative support work. Education may be substituted for experience as determined relevant by the agency.

28. NECESSARY SPECIAL REQUIREMENTS

a) List any licenses, registrations or certifications for this position that are required to perform the essential functions of the position.

b) Describe the physical requirements of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Visual acuity in entering data and reviewing printed material. Viewing computer screen and repetitive movement of fingers, hands, wrists and arms.

29. PREFERRED QUALIFICATIONS AND SKILLS

a) List preferred education or experience that may be used to screen applicants. High school graduation/GED and completion of college courses. Experience in a customer service environment. Prefer knowledge or experience living or working in a college or university apartment or residence hall environment.

b) List preferred special knowledge, skills and abilities.

Prefer strong computer skills to include demonstrated proficiency in Microsoft Office environment. Desire experience with Excel spreadsheets and merging databases. Desire knowledge of office practices and procedures, knowledge of cash reconciliation and basic accounting, ability to communicate effectively with diverse populations both verbally and in writing, strong commitment to providing exceptional customer service, ability to organize and prioritize work, ability to interpret rules, regulations, policies and procedures. Must have a high level of attention to detail and the ability to represent the University and the department in a professional manner.

30. BONA FIDE OCCUPATIONAL QUALIFICATION (BFOQ)

State additional qualifications for this position that are necessary as a bona fide occupational qualification (BFOQ).
