

California State University, Fresno Foundation

OPERATIONS COORDINATOR – FRESNO STATE STUDENT HOUSING

JOB ANNOUNCEMENT #26-794

POSITION & SUMMARY:	<p>Full-time, benefited position with Fresno State Student Housing through the California State University, Fresno Foundation. Under the direction of the Director of Housing, the Operations Coordinator delivers high-level administrative and operational support to a fast-paced residential program. This role serves as a key point of contact for students, families, staff, and the public, managing sensitive communications, maintaining confidential records, and ensuring seamless day-to-day operations with professionalism and discretion.</p>
ESSENTIAL JOB FUNCTIONS:	<p>Duties include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Serve as a primary liaison for students, families, staff, and community members, providing responsive, professional, and solutions-oriented support. • Coordinate the documentation, tracking, and maintenance of sensitive incident reports using University system (Maxient), ensuring compliance with university policies and regulatory requirements. • Perform a high volume of data entry, including processing housing applications and resident records, emphasizing accuracy and confidentiality. • Generate and compile reports using University systems (i.e. StarRez, Maxient) to support operational and compliance needs. • Track, log, and maintain Clery Act–mandated incident reports to comply with reporting requirements. • Process and manage administrative documentation (e.g., requests, petitions, and housing-related forms) with efficiency and attention to detail. • Coordinate Atrium front desk operations, including staffing and schedules to ensure consistent coverage. • Schedule meetings and appointments for students and professional staff. • Prepare professional written materials, including correspondence, reports, presentations, flyers, and spreadsheets. • Maintain organized and accurate filing systems for both electronic and physical documents. • Provide backup coverage for the Atrium front desk as needed. • Maintain strict confidentiality and professionalism when handling sensitive information and situations. • Contribute to a collaborative, service-focused team environment. • Demonstrate reliable attendance and adherence to work schedules. • Assist with special projects and additional responsibilities as assigned.
QUALIFICATIONS & EXPERIENCE:	<p><i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p> <ul style="list-style-type: none"> • High school diploma or GED required. Bachelor’s degree preferred. • Two (2) or more years of administrative, operations, and/or customer service experience required. <ul style="list-style-type: none"> ○ Experience in higher education, student services, residential life, or a related environment preferred. • Proficiency in Microsoft Office, Google email/calendar, Adobe products. • Proficiency in, or the ability to learn, Housing and University software programs (i.e. StarRez, Maxient, JD Edwards and UKG) • Knowledge of compliance standards related to student records, safety reporting, or privacy regulations (e.g., Clery Act, FERPA). • Strong customer service orientation

	<ul style="list-style-type: none"> • Experience managing confidential or sensitive information with a high level of discretion and professionalism. • Strong interpersonal and communication skills, with the ability to engage effectively with diverse populations, including students and families. • Ability to handle high-volume, detail-oriented work with accuracy and efficiency. • Ability to exercise sound judgment, maintain composure, and respond appropriately in complex or sensitive situations. • Ability to understand and interpret Student Housing policies to residents. • Ability to establish and maintain cooperative working relationships with student residents, campus community, and the general public. • Valid driver's license, reliable transportation, and proof of insurance may be required
COMPENSATION:	\$22.00 per hour (\$45,760 annually). Benefits include medical, dental, vision, life and 401(k), vacation, sick leave, and holiday pay.
DEADLINE:	Application review begins April 27, 2026 . Position will remain open until filled.
TO APPLY:	Please visit the Auxiliary Human Resources page at https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html for job announcement and application. E-mail completed application & resume to: auxiliary-hr@mail.fresnostate.edu

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION

*California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>
Employment for this position is by the California State University, Fresno Foundation. This is not a State of California position.*

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