

# California State University, Fresno Foundation

## **OPERATIONS SUPERVISOR – FRESNO STATE STUDENT HOUSING**

### **JOB ANNOUNCEMENT #25-741**

<b>POSITION SUMMARY:</b>	<b>Full-time, benefited position for Fresno State Student Housing through the California State University, Fresno Foundation.</b> The Operations Supervisor is responsible for the day-to-day operation of the 24-Hour Customer Service Desk, Computer Lab and Mail Services. This position oversees the recruitment and fulfillment of the licenses (residents) for the property. They also provide assistance to the Director of Housing on a variety of routine and often confidential issues involving department policies, customer service, and general operations of the Housing department.
<b>ESSENTIAL JOB FUNCTIONS:</b>	<p>Under the direction of the Director of Housing, the Operations Supervisor will be responsible for the following functions. Typical duties include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Administer applicant filing system, data entry, application processing, mailing of correspondence, and housing waiting list</li> <li>• Compile housing application activity using reports and spreadsheets</li> <li>• Assist customers with housing application, residence hall selection, hall amenities, and completion of required documents</li> <li>• Liaison with campus departments regarding their students and applying for housing</li> <li>• Assist in resolving issues with parents, guardians, residents, faculty, and staff with conflict they experience with Student Housing</li> <li>• Maintain the log for petitions related to cancellations and rejections</li> <li>• Coordinate and process paperwork for the Room Swap and Room Changes</li> <li>• Conduct room assignments and coordinate administrative based room changes</li> <li>• Recruitment, selection, orientation, training, supervision, and evaluation of applicable staff members</li> <li>• Develop and implement continuous training designed to attract and retain student assistants in Student Housing</li> <li>• Draft operating procedure manuals for various positions, as assigned</li> <li>• Process new hire student employee paperwork in several Housing areas</li> <li>• Maintain payroll system (UKG) for employees in Student Housing</li> <li>• Maintain local personnel files and employment processing logs</li> <li>• Process / forward paperwork, as appropriate, for work related accidents and injuries</li> <li>• Assist in creating and incorporating administrative forms for Student Housing</li> <li>• Draft letters, memorandums, and general correspondence for the Director</li> <li>• Participate in weekend events such as Student Housing Job Fair, University Preview Day, University Open House, and Student Housing Fall and Spring Residence Hall openings, and others as assigned</li> <li>• Perform special projects as assigned</li> <li>• Act as liaison for housing with the Auxiliary Information Technology department in managing and overseeing the computer lab and pay for print system</li> <li>• Attend conferences, campus committees and board meetings as directed</li> <li>• Work with campus representatives, to assist in the implementation of maintaining resident records on the university system</li> <li>• Serve as a 24 hour on-call professional, when directed</li> <li>• Other duties as assigned</li> </ul>
<b>POSITION REQUIREMENTS:</b>	<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"> <li>• High school diploma or GED required</li> <li>• Six months of relevant administrative experience</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent communication, interpersonal and problem-solving skills to serve as front-line for Fresno State Student Housing</li> <li>• Proficiency in Microsoft Office Suite, Google email/calendar, Adobe products</li> <li>• Proficiency in, or the ability to learn, Housing and University specific software programs (i.e. StarRez, JD Edwards and UKG)</li> <li>• Understanding of confidentiality</li> <li>• Good organization and time management skills</li> <li>• Ability to work in a fast-paced environment with frequent interruptions, shifting priorities, critical deadlines and consistently provide quality customer service</li> <li>• Ability to understand and interpret Student Housing policies to residents</li> <li>• Ability to complete tasks accurately and with acute attention to detail</li> <li>• Ability to forecast needs for office equipment and supplies</li> <li>• Ability to establish and maintain cooperative working relationships with student residents, campus community, and the general public</li> </ul>
<b>COMPENSATION:</b>	<b>\$21.63 - \$24.03 per hour (\$45,000 - \$50,000 annually).</b> Salary will be commensurate and competitive with experience and qualifications. Benefits include medical, dental, vision, life and 401(k), vacation, sick leave, and holiday pay.
<b>DEADLINE:</b>	Application review begins <b><u>September 18, 2025</u></b> ; open until filled.
<b>TO APPLY:</b>	<p>Please visit the Auxiliary Human Resources page at <a href="https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html">https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html</a> for job announcement and application.</p> <p><b>E-mail completed application &amp; resume to:</b> <a href="mailto:auxiliary-hr@mail.fresnostate.edu">auxiliary-hr@mail.fresnostate.edu</a></p>

## **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.*

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY/ADA EMPLOYER**