Assistant Director of Residential Operations

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Type: Full-Time
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Application Due: Open Until Filled
Category: Residence Life and Housing
Assistant Director of Residential Operations

Position Summary

The Assistant Director of Residential Operations provides leadership for the operational and administrative functions of Westminster's residential housing program. Reporting to the Associate Dean of Students for Student Experience, this position works in close partnership with the Assistant Director for Residential Education and Leadership to ensure a cohesive, student-centered residential program that balances operational excellence with the College's commitment to belonging and holistic student development. The two Assistant Directors collaborate daily to oversee all aspects of Residence Life—combining administrative precision with an emphasis on creating inclusive, supportive, and developmentally informed living-learning environments.

The Assistant Director of Residential Operations manages housing assignments and occupancy, coordinates housing procedures and policies, and partners with Physical Plant and Public Safety to ensure safe, well-maintained residential spaces. This position provides

critical data and analysis to support strategic housing decisions and enrollment management efforts. While much of the work is administrative, the position is deeply rooted in Westminster's mission of community and care—ensuring that every housing process reflects a student-first philosophy and fosters belonging across diverse social and cultural backgrounds.

Due to the on-call responsibilities associated with this role, the Assistant Director must reside in close proximity to campus. A three-bedroom college-owned house located on Gateway Road in New Wilmington, PA is provided rent-free as part of the position.

Key Responsibilities

Housing Operations and Administration

- Manage the housing assignment process for all new, returning, and special-population students (including Berlin Village, fraternity/sorority housing, and accommodation-based assignments).
- Partner with Physical Plant and Public Safety to ensure safe, well-maintained, and welcoming living spaces.
- Oversee all housing operations policies and procedures, ensuring compliance with the ADA, Fair Housing Act, and Westminster's student-centered values.
- Coordinate room changes, break housing, and damage billing processes.
- Collaborate with the Office of Accessibility & Coordinated Care to provide housing accommodations and manage emotional support animal (ESA) requests.
- Develop and maintain clear communication processes for students and families regarding assignments, billing, and housing policies.
- Manage the residence hall opening and closing process each semester, ensuring coordination with Physical Plant, Public Safety, and campus partners.
- Coordinate summer housing operations, including liaison work with external camps and conferences regarding room reservations, keys, facilities, and hospitality.
- Oversee the Residence Life email account and communication systems to ensure timely and consistent response to student and family inquiries.

Collaboration and Student Support

- Represent the department at Admission events.
- Participate on divisional and institutional committees, including the Matriculation Team and Campus Emergency Operations Group.
- Serve as a hearing officer for student conduct cases within the residence halls, modeling responsible citizenship and restorative principles.
- Schedule and conduct exit interviews with students withdrawing from the College and document data for the College to improve retention efforts. Utilize relevant data from interviews and other resources to support retention efforts.

Assessment, Data, and Reporting

- Provide regular data and analysis related to housing occupancy, retention, and space utilization to inform strategic decision-making by the Associate Dean and Vice President for Student Affairs.
- Maintain accurate, organized housing data within Jenzabar or other SIS platforms.
- Contribute to the annual Residence Life planning and assessment process by establishing goals, tracking key indicators, and preparing reports.

Crisis and Emergency Management

- Serve in the Student Affairs on-call rotation.
- Participate in emergency management training, mitigation, and response efforts, primarily as a member of the Campus Emergency Operations Group.

Core Competencies and Professional Attributes

- **Student-Centered Approach:** Demonstrates empathy and respect in every housing interaction; ensures processes reflect care, equity, and belonging.
- **Operational Excellence:** Manages complex housing systems and procedures with precision, accountability, and attention to detail.
- **Cultural and Developmental Awareness:** Understands how social, cultural, and identity factors influence students' residential experiences and sense of belonging.
- **Collaboration and Partnership:** Works effectively across departments to create seamless, student-friendly housing processes.
- **Data Literacy:** Uses data and systems (e.g., Jenzabar, Maxient, AI-driven tools) to inform decisions and improve operational efficiency.
- **Communication and Problem-Solving:** Communicates clearly and compassionately with students, families, and staff; resolves conflicts with professionalism and care.
- **Commitment to Safety and Quality:** Partners with Physical Plant and Public Safety to maintain residential environments that are safe, inclusive, and conducive to learning.

Qualifications

Required

- Bachelor's degree.
- 3–5 years of progressively responsible experience in Residence Life, Housing Operations, or related areas.
- Demonstrated understanding of housing systems, facilities management, and student development.
- Strong organizational, analytical, and communication skills.

· Demonstrated willingness to engage in evening and weekend work, particularly during opening/closing and peak housing periods.

Preferred

- Master's degree in Higher Education Administration, College Student Personnel, or related field.
- Experience using Student Information Systems (e.g., Jenzabar) and data analytics tools.
- Familiarity with accessibility accommodations, the ADA, and Fair Housing Act.
- Knowledge of or interest in using AI and data science to enhance operational decision-making.

Interested individuals should send a cover letter, resume and the names and contact information for at least three professional references to residencelife@westminster.edu by **December 5, 2025**.
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Related Searches:

Residence Life and Housing

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