

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: MANAGER, RLDS CONTRACTS

Reports To: Associate Director, Business Operations

UW Job Code: 3733

UW Job Family: 35 – Student Services Management Support

SOC Code: 39-9041

FLSA: Exempt

Pay Grade: 21

Date: 8-3-12

JOB PURPOSE:

Manage coordination and supervision for student contract processing pertaining to Residence Life and Dining contracts; perform duties as directed; assure compliance with state, federal and University rules and regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide oversight and processing of student room and board contracts, ensure contracts meet legal standards and are consistent with department policies and operating procedures.
- Provide first-level approval/denial for release from contractual obligations; administer room and board contract appeals process; approve assessment changes for students based on changes in contract terms.
- Develop and administer process to match roommates and space; perform annual review of assignable space to ensure effective use of facilities.
- Allocate and schedule summer, break and conference housing.
- Prepare and analyze associated reports for designated unit. Make recommendations based on analysis.
- Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes.
- Implement departmental policies, procedures, and service standards in conjunction with management.
- Interpret and communicate work procedures and company policies to staff.
- Recruit, interview, and select employees.
- Train or instruct employees in job duties or company policies, or arrange for training to be provided.

- Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action.
- Discuss job performance problems with employees to identify causes and issues and work on resolving problems.

SUPPLEMENTAL FUNCTIONS:

- Recommend and participate in the development of University policies and procedures; may serve on department planning and policy-making committees.
- Perform miscellaneous job-related duties as assigned.
- May need to work evenings, weekends, and serve 24-hour on-call on a rotational basis.

COMPETENCIES:

- Attention to Detail
- Individual Leadership
- Stress Tolerance
- Integrity
- Quality Orientation
- Analysis/Problem Identification

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree in equivalent field or discipline**

Experience: **At least 3 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- University rules and regulations.
- Customer service principles, techniques, systems, and standards.
- Supervision techniques.
- Project management.
- Contract language, processes, and procedures, including contract development and dissolution.
- Departmental computer technologies, including system requirements, functions, upgrades, additions, and new hardware and software developments.
- Recruitment and retention issues.
- Safety and emergency processes, procedures and guidelines.
- Analysis techniques.

Skills and Abilities to:

- Communicate effectively, both orally and in writing.
- Train others and provide project leadership.
- Effectively resolve problems.
- Effectively supervise staff and students.
- Successfully prepare and administer budgets.
- Manage time effectively.
- Communicate in a diverse environment.
- Supervise and train staff, including organizing, prioritizing, and scheduling work assignments.
- Use computers, preferably in a PC, Windows-based operating environment.
- Examine and re-engineer operations and procedures, formulate policy, and develop and implement new strategies and procedures.
- Work effectively with a wide range of constituencies in a diverse community.
- Develop and maintain recordkeeping systems and procedures.

WORKING CONDITIONS:

- Work is normally performed in a typical interior/office work environment.
- No or very limited exposure to physical risk.
- No or very limited physical effort required.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.