

## Housing Customer Relations Manager

**Job Code:** 8214

**Salary Grade:** S08

**FLSA Status:** Exempt

*The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.*

### Duties and Responsibilities

Responsible for the day-to-day operations of the office within the Housing and Residence Life department, this includes in delivering exceptional customer service to students, faculty, and staff, while supervising the professional administrative staff and student assistants. The Housing Customer Relations Manager will also collaborate across teams to support the communication and marketing efforts of Housing and Residence Life, assist with recruitment efforts, and ensure the efficient functioning of the office environment.

- Oversees the daily operations of the office, providing expert customer service and support to students, faculty, and staff. This includes planning and operational activities within the Housing office.
- Supervises professional administrative staff members responsible for the office, student assistants, and other assigned staff.
- Provides leadership, training, and guidance on customer service standards and best practices, ensuring consistent and high-quality service, as well as accurate documentation.
- Ensures timely resolutions of all customer inquiries in accordance with departmental, university policies, and relevant state/federal laws.
- Escalates issues as needed to appropriate staff.
- Fosters and maintains a culture of care within the office, ensuring a welcoming and supportive environment for students, faculty, and staff.
- Composes and distributes informational and promotional communications to residents in collaboration with the Occupancy Management and Systems teams using department software.
- Collaborates with Housing and Food Services Marketing and Communications teams to develop, update, and maintain website content, presentations, marketing materials, and social media posts.
- Creates and implements communication plans to deliver key Housing information to current and prospective students, ensuring messages are clear, consistent, and informative.
- Works closely with the Office of Admissions and Recruitment on communication efforts for prospective students, including marketing strategies, virtual tours, and presentations.
- Monitors and manages the Housing and Food Services main email account or other assigned accounts by responding promptly and professionally to all customer inquiries while ensuring compliance with policies and procedures.
- Represents Housing and Residence Life at university recruitment events both on and off-campus.
- Assists with the planning and execution of housing-related events, such as tours, information sessions and assists with new student orientations, providing key housing information and answering questions.
- Collects and analyzes department data, such as call logs, surveys, and feedback, to drive continuous improvement.
- Assists the Occupancy Management team with contract and assignment management using department software as needed.
- Respond to student concerns, behavioral incidents, or emergencies by providing support, mediation, referrals, and coordinating with law enforcement or emergency personnel as needed, in accordance with established protocols as needed.
- Ensures residents comply with university policies and housing contracts by addressing misconduct violations, reporting incidents, and serving as a hearing officer in collaboration with Student Conduct.
- May maintain and create accurate records and reports to ensure compliance with state, federal, and local regulations (e.g., student files, inventory, emergency protocols, security reports, Fair Housing Act, Clery Act, Title IX).
- May participate in an on-call duty rotation and serve as a severe weather coordinator.
- Collaborates with the facilities team to address maintenance needs, support facility operations, and help foster a safe and accessible living environment for students.
- Performs additional tasks and responsibilities as required to meet departmental goals and objectives.

### Minimum Qualifications

#### Education:

- Bachelor's degree

**Equivalency/Substitution:** Experience or a combination of education & related experience can be considered in lieu of degree. A one-to-one ratio is used to determine the number of years of experience required in place of a degree.

#### Experience:

- 5 years of experience in customer service, office management, or related field.



## JOB DESCRIPTION

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### Certifications or Licenses:

- None

Verification of education and licensure (if applicable) will be required if selected for hire.

### Knowledge, Skills, and Abilities

- Excellent time management skills with a proven ability to meet deadlines.
- Ability to function well in a high-paced and at times stressful environment.
- Leadership skills with the ability to supervise, train, and motivate a team
- Strong verbal and written communication skills with the ability to interact effectively with a diverse group of students, faculty, and staff
- Proficiency in using office software (e.g., Microsoft Office Suite)
- Excellent organizational skills and the ability to manage multiple tasks and projects simultaneously
- Strong problem-solving abilities and the capacity to address customer inquiries and concerns with empathy and professionalism.
- General knowledge of university policies, procedures, and state/federal regulations related to housing
- Ability to work under pressure and remain calm and professional is important
- Ability to travel for recruitment events and off-campus activities, including open houses, tours, and other university-related events

### Working Conditions

#### Physical:

Ability to perform tasks that may require standing or sitting for extended periods of time. Ability to lift and carry materials or supplies related to office operations or event planning (up to 25 pounds).

#### Environmental:

Primarily operates in an office environment. Occasional evening or weekend hours required for university events, tours, and recruitment activities. May require occasional visits to housing facilities or student residences.

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