



Receptionist/Application Processor (Office Specialist 2)

Department: University Housing
Salary Range: \$2407 - \$3493 monthly
Class: C0104 **Recruitment #:** S1841
Review Date: Review of applications begins immediately. Position open until filled.

This is a regular, full-time, 12-month position in the University Housing office and is represented by the Oregon Public Employees Union/Service Employees International Union. University Housing houses primarily first-year students, including 1400 students in four residence halls, one apartment complex, and 56 family housing units on campus during the academic year, and works with various conference groups and summer school students during the summer. Additionally, University Housing is assigned to administer the First-year Live-In requirement and coordinates the Student Conduct Program. Please visit our website www.wou.edu/housing for more information about our values and mission.

QUALIFICATIONS

- Two years of general clerical experience. One year of which included typing, word processing, or other experience generating documents; **OR** An Associate's degree in Office Occupations or Office Technology; **OR** Graduation from a private school of business with a Certificate in Office Occupations or Office Technology and one year of general clerical experience.
- Excellent computer skills including a working knowledge of Word and Excel.
- Excellent communication skills (both verbal and written) including an elevated level of customer service

****A criminal background check will be required as a condition of employment**

We are not considering candidates who require Visa sponsorship support. Additionally, the University typically only considers visa support for employees placed in specialized positions that are continuing regular University appointments.

DUTIES AND RESPONSIBILITIES:

Administrative Tasks

- **Application processing:** Receive applications, meal plan additions and generate receipts; Data entry of housing application information; Research housing applications for missing information, clarifying payment, ID number, address, attributes, etc.; Apply housing application charges; Determine fee deferral eligibility and administer fee deferral program; Work and maneuver independently in housing program to input and retrieve student data; Verify/update housing addresses; Coordinate applications, housing assignments and billings for summer school students and student who choose to participate in summer stay-over program.
- **Housing Contracts:** Explain contract options and track Term Contract holders; Ensure signed contracts are on file and coordinate annual Call-a-thon for missing contracts
- **Housing Records & Processes:** Update meal plan changes and associated charges in housing database; Set-up and maintain housing files and archives Must be able to work Monday – Friday 8:00 am – 5:00 pm and on opening days of each term (Fall Term and Winter or Spring Term).
- **Early Arrival/Breaks/Stayovers:** Initiate and maintain lists that track Early Arrival students; initiate and maintain lists relative to Winter and Spring Break Stayovers and students who stay late at the end of the academic year; Coordinate building lock/unlock schedule for residential halls during breaks

Administrative Support

- **Management of office supplies:** Maintain an inventory of all office supplies and equipment for University Housing; Research and order office supplies and equipment; Manage the office supply budget and assist in the projection of the supply budget
- **Office Manager Assist:** Assist Office Manager when needed with housing assignments, room changes, housing renewal process, roommate matching, and applying housing and dining contracts
- Process paperwork for term check-ins and –outs
- Provide typing, word processing, filing support, scheduling for Administrative staff, receive/distribute mail
- Serve as the primary contact for Summer Orientation, Advising, and Registration (SOAR) overnight reservations
- Maintain knowledge of and assist with procedures including check-in, check-out, lock changes, meal card changes, room changes, temporary key issues and room reservations

WORKING CONDITIONS:

- Must be able to work Monday – Friday 8:00 am – 5:00 pm and on opening days of each term (Fall Term and Winter or Spring Term). Required to work SOAR days.

APPLICATION PROCESS

You may submit all materials online at www.wou.edu/classified

Required Application materials (PDF preferred):

- 1) WOU Employment Application form (available at www.wou.edu/classified)
- 2) Letter of application that addresses each qualification of the position. Please include how your experience, education, and/or training might help us build a more inclusive, collaborative, and diverse community.
- 3) Resume
- 4) Contact information for three references
- 5) Copy of unofficial transcript for highest degree earned (if needed to qualify for position)

As an alternative, you may submit application materials to:

S1xxx, <Position>, Human Resources, Western Oregon University, 345 N. Monmouth Avenue, Monmouth, OR 97361; **OR** e-mail to employment@wou.edu; **OR** fax to: 503-838-8144.

**Western Oregon University is an AA/EO/Veteran/Disability employer
committed to increasing the diversity of its workforce.**