



**Staff Position Description:**  
**HOUSING MANAGER**

Inherent in each staff position within Alpha Xi Delta National Housing Corporation is an obligation to commit to the NHC mission: to strive for competitive, safe, properly maintained and financially secure chapter housing.

All staff of Alpha Xi Delta's entities also commit to the Fraternity's vision: Inspiring women to realize their potential. Further, each position includes a responsibility to promote and carry out the Fraternity's mission: To enrich the life of every Alpha Xi Delta.

<b>RESPONSIBLE TO:</b>	Director of Managed Properties
<b>DEPARTMENT AND CLASSIFICATION:</b>	The Housing Manager is a member of the Housing Team. The position is classified as non-exempt and is a full-time position based at Fraternity Headquarters in Indianapolis, Indiana.
<b>PURPOSES AND BASIC FUNCTIONS:</b>	Main job purposes will be Fraternity Headquarters maintenance, housing agreement distribution, maintaining data records in the database, assisting in the maintenance for the managed properties, promoting the housing resources of the National Housing Corporation, evaluating room inspection reports and following up on accounts receivable as it relates to housing.

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<b>INTERNAL RELATIONSHIPS:</b>	The Housing Manager fosters a sense of team spirit and cooperation among all Fraternity personnel, both staff and volunteer. Every Alpha Xi Delta staff member is integral in fulfilling the Fraternity's vision and mission. Although a position may generally require collaboration more with one staff member than with another, all staff members work cooperatively and respectfully with each other.
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<b>EXTERNAL RELATIONSHIPS:</b>	The Housing Manager represents Alpha Xi Delta courteously and professionally to all who come in contact with Fraternity Headquarters.
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## **DUTIES AND RESPONSIBILITIES**

### **Property management**

- Annually review and revises language in housing agreements and distributes them timely for the various properties under NHC management
- Interprets, in accordance with policies set by the NHC board of directors, housing agreements when disputes arise regarding terms or language
- Maintains ledger of security deposits received and reconciles at year end
- Evaluates the room check lists /damage reports at year end for the managed properties
- Compiles information for timely security deposit dissemination back to the residents
- Manages Fraternity Headquarters building maintenance and determines appropriate action
- Coordinates chapter dinners for the unhoused Alpha Xi Delta chapters under NHC management
- Sets up storage rental locations for Alpha Xi Delta chapters
- Serves as the liaison to the chapter Facilities Management Director

### **General Financial Support**

- Analyzes accounts receivables through follow-up on outstanding balances related to housing due from members and develops a plan of action for repayment
- Coordinates with the chapter Finance & Operations Vice President to establish billing cycle set up and schedule of charges for housing related fees for chapters under NHC management

### **Data Coordination**

- Assists the Director of Business Development with preparation for both the NHC Annual Meeting as well as the monthly NHC conference calls.
- Responds to requests that the Housing Team receive, whether written, phone or email, and is responsible for customer/member satisfaction
- Captures to the database any data provided via the chapter annual progress report
- Maintains accurate and current records via Compass, the Fraternity database.
- Maintains files for the NHC, both paper and electronic
- Monitors compliance by local building corporations with regard to annual reports, and follows up with corporations as needed

### **Resource Evaluation and Maintenance**

- Evaluates resources materials and coordinates efforts to present best in class materials
- Promotes the educational and training opportunities offered by Alpha Xi Delta's vendor partners

### **Miscellaneous**

- Other duties as assigned
- Participates in board meetings, as needed/requested
- Participates in all staff meetings and retreats

### **Qualifications:**

The Housing Manager position requires a detail oriented, organized, team player as the Housing Team works closely with all other departments within the Fraternity. Candidates should possess excellent written and verbal skills, as well as attention to detail and excellent organizational skills. Candidates should have the ability to work independently. The ideal candidate will also be open to assisting with building organizational processes and present a positive and enthusiastic attitude.

January 2018

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