

Housing Manager

The American University in Dubai invites qualified applicants to apply for the position of **Housing Manager**.

The fundamental responsibility of this position is to provide support services that coordinates all aspects of student housing with the goal of offering a clean, safe, and well-maintained living-learning environment for resident students that enhances individual growth and development and serves students' needs.

Principal Responsibilities:

- Coordinate and supervise of preparation and equipping of student residence rooms prior to housing check-in (Key responsibility)
- Distribute and explain Housing lease, regulation forms, and curfew extension forms to all students and prospective students
- Synchronize with Finance Office of appropriate billing and refunding for student residence rooms including those students who are registering for residence, those students who are leaving after checking-out, those students who owe housing fines for damages
- Manage room assignments and roommate changes
- Administrate housing check-in and check-out including airport pickup of students, if needed
- Mediate roommate conflicts
- Refer students with personal problems
- Revise housing policies, procedures, and forms to reflect current needs
- Arrange housing tours
- Manage all housing student discipline records in regard to Housing Rules and Regulations
- Supervise and preside over term housing meetings with all housing students to disseminate pertinent AUD Housing information and address questions and concerns
- Maintain housing availability records
- Prepare yearly Housing Survey Report
- Explore creative and innovative ideas for resident life improvement
- Complete all reports required by Division of Student Affairs
- Maintain housing section of AUD webpage
- Create and manage AUD Housing budget
- Maintain membership in professional association
- Work flexible, irregular hours as determined by needs of residence students (on-call 24 hours per day)
- Interview, select, train, and supervise Resident Assistants
- Supervise Housing Assistants
- Other related duties as assigned

Competencies and Skills Used:

- Comprehensive understanding of AUD
- Knowledge of housing standards and practices for private UAE
- Excellent written and oral communication (including presentation skills).
- Effective time management skills
- Strong organizational skills and attention to detail
- Excellent listening and interpersonal skills and conflict resolution skills
- Intercultural competence
- Patience and ability to work well under pressure
- Ability to adhere to strict deadlines
- Ability to work collaborative with various campus constituencies
- Philosophy of student centeredness
- Sensitivity to the needs and concerns of a diverse group of students
- Creativity
- Willingness to grow professionally

- Strong public relations skills
- Willingness to help develop a vibrant culture of residence life
- Quality customer service
- Understanding of students in transition to university life

Essential Qualifications:

- Bachelor's degree, from a UAE CAA recognized, accredited institution of higher education
- Previous management/supervisory experience and coaching/mentoring background
- Strong technical skills including all computer applications, database management and analytical skills
- Experience working with students from a varied and diverse background
- Fluency in English

Preferred Qualifications:

- Prior experience in student housing
- Administrative leadership experience
- Master's degree, preferably from a Western accredited institution
- Fluency in Arabic (written and spoken)
- Experience with Campus Vue or other higher education database management systems

Applications will be accepted and evaluated until this position is filled.

This position is suitable for candidates already located in Dubai.

Interested applicants must submit the following requirements via email to recruitment@aud.edu.

(Please state the title of the position as the subject of the email)

- Cover letter
- Updated CV
- Contact information of three (3) academic/professional references

Alternatively, applicants can submit their application materials to the following postal address:

Angele El Khoury
Director of Human Resources
 The American University in Dubai
 P. O. Box 28282, Dubai, U.A.E.

No telephone calls please.

While we thank all applicants for their interest, only those under consideration will be contacted for a follow-up interview.