

Customer Service Manager, Residential Facilities
University at Buffalo, The State University of New York

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Downloaded On: May. 9, 2024 9:01am

Posted Mar. 1, 2024, set to expire Aug. 4, 2024

Job Title	Customer Service Manager, Residential Facilities
Department	Residential Facilities
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Mar. 1, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Residential Life Facilities/Maintenance/Transportation
Job Website	https://www.ubjobs.buffalo.edu/postings/48821
Apply By Email	
Job Description	

Position Summary

The **Customer Service Manager** is a critical leadership position in the University at Buffalo (UB) **Office of Residential Facilities (UBRF)** responsible for ensuring exceptional customer service experiences within UB's residential community. UBRF manages 117 buildings totaling 2.5 million square feet, housing approximately 8,000 students. This position provides management coordination of a multi-faceted customer service team focused on enhancing occupant satisfaction, addressing concerns, and streamlining communication to support a positive living experience. The incumbent will oversee and coordinate the activities of the team and enhance customer interactions at all levels.

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The main objectives of the position are to:

- Develop and utilize business and operational metrics to evaluate and enhance departmental decision making and be responsible for supervising the daily activities of the UBRF customer service team.
- Coordinate internal departmental personnel issues and recordkeeping.
- Coordinate the services provided by UBRF with internal and external stakeholders.
- Develop internal procedures which provide for effective and efficient operations and a positive customer experience.
- Manage Human Resource functions including hiring, discipline, staffing plans, resource tracking, scheduling, training, and other coordination initiatives as assigned.
- Become proficient in and act as the subject matter expert in the UBRF work order management system and regularly produce requested work order reports for UBRF leadership.
- Review or write performance appraisals; oversee monitoring of time and attendance.
- Continuously review, implement, and modify internal procedures to (a) improve efficiency, accuracy and standardization of internal operations, analyses, and reports; (b) align and integrate budgeting, accounting, and procurement functions and records; (d) ensure compliance with State and campus directives; and (e) reduce financial loss and risk.
- Develop, review, and process notifications to occupants of UBRF buildings concerning any matter that may impact the experience of our customers, ensuring clarity and accuracy in all communications. Must be available to coordinate after-hours emergency communications as directed. Coordinate follow up responses to customers impacted by emergencies or service interruptions.

Outstanding Benefits Package

Working at UB comes with benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy mix of work, personal and academic pursuit – all in an effort to support your work-life effectiveness. We support your growth and development through our career coaching and training department and we qualify as a public service loan forgiveness organization. Learn more about our [benefit packages](#).

About the Office of Residential Facilities

The UB Office of Residential Facilities (UBRF) reports to the Department of Housing Operations and is a dynamic unit within UB dedicated to delivering the best living and learning environments by designing, building, and operating safe, clean, functional, and sustainable facilities that serve as the

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bedrock of academic success at UB. Responsible for managing 117 buildings totaling 2.5 million square feet, UBRF serves as the backbone of campus housing, accommodating approximately 8,000 UB students annually.

About Student Life

The Department of Housing Operations falls under the UB Division of Student Life. As an employee of Student Life, you will join service professionals, all driven by one shared set of values designed to help ensure students' well-being, create a safe and supportive environment, and promote student success. In Student Life, growth is a shared passion. We aim for excellence, thinking big and going bold. We pursue our goals tenaciously while stewarding the student experience. We build communities and advance diversity in all forms. We encourage discovery and celebrate success.

UB is an affirmative action equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

Minimum Qualifications

- A Bachelor's Degree and a minimum of two (2) years of directly relatable experience, or Master's Degree or professional certification.
- Experience in a managerial or team lead role.
- Must possess and demonstrate advanced written and oral communication skills, and the ability to establish and manage complex work schedules for employees.
- Must possess and have proven positive customer service skills and be able to interact in a professional manner with various groups on campus.

Combination of education and experience will be considered in lieu of the degree.

Preferred Qualifications

- A minimum of two (2) years of management in a customer service or office administration capacity.
- Experience working in a college or university setting.
- The ideal candidate will be someone that is dependable, organized, strategic, flexible with work tasks, detail-oriented, and is an effective leader.

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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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