



温州肯恩大学
WENZHOU-KEAN UNIVERSITY

岗位说明书——住宿服务专员岗位

所属部门：学生事务部

汇报机制:住宿生活中心负责人

岗位职责：

1. 学生住宿安排工作，包括新生寝室安排，春季、秋季学期期末选寝，学生日常入住、退宿、换寝，校外住宿管理等。
2. 更新住宿安排信息，住宿生住宿变动情况登记。
3. 完善官网学生住宿介绍的相关内容。
4. 住宿费清单制作。
5. 与 IT 对接优化住宿管理系统功能。
6. 学生公寓资产管理，包括资产采购和处置、住宿合同和资产清单签订、资产赔偿等。
7. 定期召开学生事务与物业、后勤部门的例会，沟通协调公寓硬件设施及其他学生住宿体验相关问题
8. 住宿服务相关的突发情况协调处理。
9. 完成学校上级交办的其他工作。

必备条件：

1. 硕士及以上学位；
2. 具备良好的中英文书面及口头表达能力；
3. 具有较强的责任心，做事积极主动，以及较强的组织能力；
4. 具有较好的沟通协调能力，能够带领团队同时完成多个任务，并能够承受一定的工作压力；
5. 能够处理紧急状况和特殊案例；

优先条件：

1. 计算机等相关专业硕士或以上学位；
2. 具有两年及以上高校相关工作经验；
3. 熟悉中美高等教育体系；
4. 海外学习和工作经历；
5. 具有中外合作大学的工作经历。



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Job Description – Housing services Specialist

Department: Student Affairs Office Report to: Coordinator, Residence Life and Housing Center

Responsibilities

1. Room allocation, including accommodation arrangement for freshmen, room selection at the end of spring and Fall semesters, daily check-in, check out and room change, Off-Campus housing approval.
2. Update the information of accommodation arrangement and register the change of accommodation.
3. Update the Residence Halls introduction information on the website.
4. Making accommodation fee list.
5. Cooperate with IT to optimize the Accommodation Management system.
6. Residence Halls assets management, including asset purchase and disposal, accommodation contract and asset list signing, asset compensation, etc.
7. Hold regular meetings of student affairs, property management company and logistics departments to communicate and coordinate the facilities problems of the residence halls and other issues related to student accommodation experience.
8. Coordinate and deal with emergencies related to housing services.
9. Undertake other assigned tasks.

Required Qualification:

1. Master or higher degree;
2. Good command of English and Chinese;
3. Strong sense of responsibility and initiative, and good organizational skills;
4. Good interpersonal and liaison skills, and an ability to lead a team to work on multiple tasks under pressure;
5. Ability to handle emergencies and special cases;

Preferred Qualification:



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1. Master or higher degree in computer or related areas from a reputable university;
2. years' post-qualification related work experience;
3. Familiarity with both Chinese and American higher education systems;
4. Overseas study or working experience;
5. Working experience in a Sino-foreign collaborative university.