



Position Description:  
**Housing Manager**

Location: Colorado /Antarctica  
Open Date: 2/18/2010  
FLSA: Exempt  
Supervisor: Project Manager

### Summary

The Housing Manager provides managerial direction and guidance for Housing Services: Housing, Janitorial, Laundry, and Personal Services; for the United States Antarctic Program (USAP). This includes a variety of administrative and physical duties required to provide remote Housing Services to individuals from various programs, companies, and governmental agencies. Achieves business goals and maintains a high level of client, customer, and employee satisfaction

### Essential Functions

- Plans, develops, implements, and revises operational procedures, budgets, cost information, policies and goals ensuring compliance with the Statement of Work.

#### Safety Program:

- Promotes and accepts accountability for compliance with NANA and USAP Safety Programs.
- Establishes a safe work environment for employees by performing safety audits, inspections, conducting weekly safety training, and maintaining on-going communications with employees.
- Actively pursues goal of zero accidents in both work and off-duty schedules.

#### Population Management:

- Active involvement in the management process of persons to and through McMurdo Station.

#### Fiscal Management:

- Direct responsibility for developing and managing Housing Annual Program Plan (APP) / Budget

#### Occupancy Coordination:

- Interpret program participants, program employees, and others needs and requests for McMurdo Station housing accommodations; including roommate / lifestyle / room type preferences.
- Work closely with Housing Coordinator's in assigning room placements for program participants, program employees, and others needing housing.
- Generate occupancy statistics and report occupancy trends.

#### Customer Services:

- Respond to the needs of program participants, program employees, and others seeking information and assistance with professional, consistent, current information regarding Housing Services.
- Accurately document customer interactions.
- Train and supervise Housing Services Team in customer service.

#### Housing Services Team Leadership:

- Responsible for staff management activities including recruiting, motivating, training, scheduling, coaching, evaluation and providing feedback for staff with a focus on delivering quality customer services and client satisfaction.
- Develop a team that excels in responding to and meeting the needs of program participants, program employees, and others utilizing Housing Services.
- Manage by providing positive and constructive feedback to employees in order to reward, coach, and motivate.
- Supervises day-to-day work activities by delegating authority and accountability; assigning and prioritizing tasks; and monitoring operating standards.

#### Administrative Processes:

- Develop and coordinate on-going processes related to housing occupancy, including room assignment, key distribution, room inspections, room changes, and check-out procedures.
- Revise and distribute Housing Guidelines annually, to meet the needs of USAP, the McMurdo population and McMurdo Housing.

#### Procurement:

- Plan and procure Housing Services requirements for McMurdo, Palmer, and South Pole Stations.
- Other duties as assigned by Project Manager.

### Requirements

- Bachelor's Degree and a minimum of 4 years experience in Conference Services, University, or Remote Site Housing management or the equivalent combination of education and experience.
- 4 years of supervisory / managerial experience.
- Proficiency with spreadsheets and databases
- Proficiency with evaluating Housing Software Programs.
- Ability to deploy to Antarctica for up to seven (7) months per year.
- Requires living and working in Antarctica for 4 to 7 months per year.

### Position Scope / Complexity:

- Analyzes and resolves significant problems
- Problem resolution requires considerable analysis of multiple components or conflicting issues.
- Applies broad understanding of program, organization, system and/or client needs to resolve complex problems
- Identifies new services and opportunities for process improvement.
- Independently evaluates and meets complex organizational, program or system needs in assigned area.
- Specialist or expert resource for housing in remote site location.

### Supervisory Responsibilities:

- Supervises other Supervisors
- Rooms Coordinators / Housing Office
- Custodial Coordinator / Janitorial Team
- Laundry Supervisor / Laundry Room
- Barber / Hairstylist
- Housing Utility Mechanic

## Knowledge, Skills, and Abilities

- Management skills including the ability to coordinate and oversee multi-faceted projects and functions.
- Exceptional verbal and written communication skills.
- Ability to provide leadership and impart vision with proven results.
- Strong organizational skills.
- Ability to work productively and effectively in a fast paced, stressful, demanding, and/or ambiguous work environment.
- Experience working with public and strong customer service skills required.
- Supervisory experience, including strong training and delegation skills required.
- Self-motivation with strong problem-solving skills.
- Ability to live in extreme winter conditions.
- Must be competent with various software programs ( word, excel, and power point)
- Must have good problem resolution abilities to solve complex problems.
- Ability to exercise independent judgment.
- Ability to develop and maintain a pleasant and effective working relationship with clients and staff.

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job, dealing effectively and reasonably with stress in the workplace without lost time or undue strain.

While performing the duties of this job, the employee is frequently required to sit, stand, talk and hear, walk over uneven surfaces, climb, balance, crouch, stoop, and kneel. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; and depth perception. Requires the employee to have the physical stamina to work long hours every day for extended periods of time. Requires the employee to deploy and work in an extremely cold environment seven (7) months per year. Must successfully complete and pass the physical, dental, and medical exams as required by NSF for deploying to Antarctica. Failure to meet these requirements may result in withdrawal of employment offer.

## Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential function of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

## NANA Services, LLC Summary

NANA Services competencies include all facilities management functions, commodities reselling, quality of life programming, and other integrated support services. NANA Services' success in the services industry is based on an integrated management strategy and the commitment of exceptionally skilled employees who remain diligently focused on customer satisfaction.

NANA Services is an equal opportunity and affirmative action employer. Preference will be given to qualified NANA Shareholders, Shareholder spouses and descendents of Shareholders.

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