



ROLE PROFILE

Job Title:	Officer; Accommodation Office (Operation Unit)
School/Department:	Accommodation Office
Reporting To:	Accommodation Executive
Job Summary:	<p>The Officer in the Accommodation Office (Operations Unit) supports and coordinates student accommodation operations, ensuring blocks run efficiently, safely, and in line with best practices.</p> <p>The role includes coordinating daily operations, maintaining accurate records, and assisting infrastructure projects that support campus development and functionality. The Officer works closely with various university stakeholders and may be required to work outside regular office hours, including emergency and on-call duties.</p> <p>Key responsibilities include facilitating student and guest check-ins and check-outs, addressing accommodation-related issues, ensuring residents' well-being, maintaining smooth operations, and ensuring compliance with university policies and procedures.</p>

Generic roles

No.	Description
1.	Develop Standard Operating Procedures (SOPs) as guidelines for Accommodation Office operations.
2.	Maintain, monitor, and ensure the cleanliness, safety, and proper functioning of accommodation blocks, coordinating with relevant teams as required.
3.	Manage and administrate all student and university guest accommodation transactions, including room check-ins, check-outs, transfers, and refunds, and ensure that all records are accurately updated in the Accommodation Management System.
4.	Maintain accurate records of block inspections, maintenance activities, store cards, and project documentation.
5.	Conduct briefings for new students during induction sessions and accompany university guests or parents on hostel tours as required.



6.	Liaise with the Accommodation Administration unit on matters related to room placement, compliance, and operational coordination.
7.	Ensure compliance with all UNM codes, health and safety regulations, and environmental standards.
8.	Ensure timely execution of tasks in accordance with defined Service Level Agreements (SLAs) and scope of work.
9.	Ensure timely resolution of complaints and respond to customer enquiries via email or phone, following up on relevant matters and reporting to the Head of Department.
10.	Support student engagement and community development initiatives within the accommodation environment.
11.	Operate the Accommodation Office during non-office hours, handling emergency and on-call duties in line with university policies.
12.	Execute and attend ad-hoc tasks or other duties assigned by immediate superiors and the Head of Department.

Specific roles:

No.	Description
1.	Oversight of day-to-day hall of residence services and operations, including problem troubleshooting and decision making when necessary.
2.	Assist with infrastructure and improvement projects, such as upgrades, refurbishments, and enhancements.
3.	Collaborate with University stakeholders, including Estates, Security, IT, and Student Association Office, to plan and deliver accommodation initiatives and ensure alignment with long-term campus development.
4.	Provide guidance and support to junior staff, student helpers, or interns in operational tasks and customer service practices.
5.	To provide after-hours support for the Accommodation Office, ensuring smooth operations, efficient check-in and check-out processes, as well as attending to accommodation-related issues during resident interactions, with prompt resolution and escalation when necessary.



Job Requirements:

Specification	Essential	Desirable
Qualifications / Education	Possesses minimum Bachelor Degree in Business Studies/Administration/ Management or any related field.	Qualifications or experience in the education industry.
Knowledge and skills	<ul style="list-style-type: none"> • Proficient in MS Office applications (Excel, Word, Outlook). • Good typing and analytical skills. • Strong communication and customer service skills. 	<ul style="list-style-type: none"> • Strong verbal and written communication skill in English and Bahasa Malaysia. • Knowledge of additional languages is an advantage.
Working experience	At least 2-3 years of relevant work experience.	
Character / Attributes	<ul style="list-style-type: none"> • Pleasant personality with good communication skills. • Excellent work attitude, detail-oriented, proactive, and able to work independently. • Strong interpersonal, problem-solving, and multitasking skills; able to work under pressure and meet tight deadlines. • Hardworking, adaptable, and willing to learn. 	<ul style="list-style-type: none"> • Passionate about sustainability and green campus initiatives. • Willing to work irregular hours, weekends, or public holidays if required.
Working Conditions	<ul style="list-style-type: none"> • Full-time position. • Applicants should be Malaysian citizens. • Good health; friendly, polite, and courteous. • Willing to reside on campus during on-call duties and available to work on standby when needed. • Willing to work on shift hours if required. 	