RESIDENT MANAGER JOB DESCRIPTION

General Description
The Resident Manager, (RM), assists the Housing Office staff with various aspects of University Apartment management. The Resident Manager is called upon to function in the following areas: 1) establishing and promoting a community environment 2) be available to residents & assist with their needs, 3) acting as a liaison for the Housing Office, 4) assisting with administrative responsibilities, 5) promoting a positive atmosphere at the Apartment Community Center & Housing Office, and 6) interpreting and enforcing the University Apartment Lease Agreement and policies. Resident Managers receive experience in a leadership role and receive an excellent chance to develop management and administrative skills. RMs also gain experience and training in mediation, cross-cultural communication, and public relations. Resident Managers must follow established procedure and protocol as set forth in position manual, training and supervisors directives.

Learning Outcomes
As a result or working in this position, the RM staff member will demonstrate the ability to:

1. Improved interpersonal communication skills & conflict resolution through interaction with a diverse resident student population.
2. Develop critical thinking skills through responding to resident student needs and concerns by applying training and experience in the performance of job duties.
3. Stronger sense of detail and procedural follow-through with improved knowledge of administrative processes and development of time management skills

Specific Responsibilities
1) Actively promote and strive to develop community atmosphere among University Apartment residents.
   a) Greet new residents within 3-5 days.
   b) Promote interaction among residents through programs, introductions at Monthly Meals, etc.
   c) Coordinate events, programs, area socials, etc. with Learning Outcomes, as directed by ACCC.
   d) Actively promote and participate in housing organization activities and programs.
   e) Participate in departmental activities and committees (i.e., staff selection, training, ongoing and annual program events)
   f) Work at the Apartment Community Center/Housing Desk a maximum of 10 per week. International students 5 hours per week. AD-Apartment Communities will provide specifics for hours during training.

2) Communicate with, and serve as a liaison between residents and staff of University Housing.
   a) Provide a personal written introduction of yourself to each new resident through the Welcome Packet.
   b) Write reports and document meetings and incidents, within 24 hrs. using the My CoCo Report form.
   c) Report suspected abusive situations to UPD and a supervisor immediately.
   d) Notify an administrator of any emergency situations. Fire Call Reports and Incident Reports must be completed within 24 hours of incident.
   e) Post flyers, memos or Notifications to bulletin boards within 24 hours of them being available in the office mailbox. Some may require door-to-door posting.
   f) Be available at your apartment for residents during commonly accessible hours such as afternoons and evenings.
   g) Attend weekly 1 - 2 hour staff meeting.
   h) Sign in and check mail at the Housing Office 2 times on weekdays between the hours of 8:00 a.m. and 4:30 p.m. Check-in once each weekend. (Coverage should be found if you are unable to sign in.)
i) Make suggestions for facility and policy enhancements as needed or requested.

3) **Management and Administration**
   a) Enforce and explain the apartment lease and all policies proactively during check-ins and Welcomes.
   b) Meet with new residents to review welcome information within 10 days.
   c) Check in/sign lease with new residents as scheduled.
   d) Mediate resident conflicts in a manner that is timely and provide proper follow-up and referral when appropriate.
   e) Report to the leaseholder, as directed by supervisors, all conduct and behavioral problems associated with their household.
   f) Conduct apartment checkouts. Meet with resident **no less than one week prior** to vacating their apt. to communicate and clarify expectations and cleaning procedures.
   g) Read electrical meters monthly with complete attention to accuracy.
   h) Required to make daily rounds of each assigned property/building looking for safety concerns, maintenance items, lighting, cleaning needs, and lease violations. Initiate positive resident contact. Maintain general grounds by picking up paper and debris around dumpsters, parking lots, and play grounds, etc.
   i) Report and document, within 24 hours, all necessary maintenance requests using appropriate procedures.
   j) Participate in semiannual smoke detector checks as scheduled. Assist with building fire drills as needed.
   k) Check Blackboard, Facebook & other social media being utilized daily for updates, forms and other information relevant to the RM position.

4) **Additional duties and requirements.**
   a) Attend orientation sessions as scheduled.
   b) Actively promote the involvement of under-represented and international students in housing and campus activities and organizations through personal contact and recognition.
   c) Be a role model with regard to policies, conduct, supervision of family and guest activities, acceptance of personal differences, diversity, and academic pursuits.
   d) Participate in the selection of new Resident Managers (to the degree requested).
   e) Promote a positive atmosphere and experience at the Apartment Community Center, Housing Office and in your apartment community area.
   f) Enthusiastically promote programs and activities of the apartment community, and serve as a role model in attendance and interaction at the events.
   g) Consistently display a positive attitude and cheerful spirit in all duties and interactions with staff and residents; promoting the positive aspects of UND Apt. Communities.
   h) Recruit members for housing organizations and other campus committees with enthusiasm.
   i) Make referrals for articles, resident spotlights and other UND & Housing organizations to show interest and support for their endeavors for the apartment Facebook page.

5) **Additional ideas for star performers**
   a) Plan and implement additional programs for residents of assigned area. Plan educational and awareness of building programs for assigned area or the entire apartment area.
   b) RM’s are encouraged to write and submit original articles for publication on any relevant subject.
   c) Be a willing volunteer for projects and demonstrate leadership to the extent possible or required by the task.
   d) Promote and encourage participation in campus events and programs by apartment residents.
Terms of Employment

A. Must be eligible for the area in which assignment is to be made.
B. Must reside in designated Resident Manager Apartment; no roommates permitted.
C. Must request permission from a supervisor prior to being away from the apartment overnight or to leaving Grand Forks at any time. Must seek assistance of another manager to cover area and submit staff absence request form for approval (7 days in advance is expected). Resident Managers are expected to sleep in their assigned apartment every night to provide coverage of buildings and be accessible to residents including the semester break period. May be away from campus one weekend per month with prior approval. Time off in August or May is not permitted due to the volume of check-outs and check-ins. December leave time will be determined based on staff availability.
D. Must be capable of responding to any issue or concern, whether on call or not, at any time.
E. Must be eligible for employment through the UND Financial Aid Office (students). If a student...be enroll in a maximum of 16 credit hours in the fall or spring semesters and 3 in summer. Complete a minimum of 6 credit hours per semester (except summer).
F. If a student, the Resident Manager must maintain a minimum semester grade point average (GPA) of 2.75. If a non-student, must remain eligible for student housing through partner's eligibility. Must maintain appropriate availability.
G. Resident Managers are not permitted to hold any employment beyond the RM position, including TA, GTA, GSA, GRA or Internships. Members of the household must refrain from operating home-based businesses (Amway, Tupperware, Princess House, child care, on-line businesses etc.)
H. A Resident Manager receives a full rent waiver for a designated apartment, which includes: local telephone service, internet, heat, water, and cable television.
I. Resident Managers also receive a $425 monthly stipend.
J. Resident Managers are required to work a minimum of 2 hours at the Apartment Community Center/Housing Desk.
K. Resident Managers are typically hired for a contract period of 1 year beginning approximately July 1st and ending on June 30th of the following year.

**Typical Daily, Weekly, and Monthly Tasks**

Daily:

a) Sign in at housing twice between 8:00am and 4:30pm (M-F) & once Sat. & Sun. & Holidays
b) Check your Resident Manager box & post flyers to BB’s within 24 hours
c) **Do rounds in your area to identify maintenance, safety, custodial concerns or lease violations**
d) Check phone messages on apartment phone daily & reply within 24 hours
e) Check email at least twice a day & respond within 24 hours
f) Place work orders as needed

**g) Pick up litter around your area**
h) Check bulletin boards and remove outdated postings on weekly basis

**i) Clock-in & out of ACC/Housing Desk shifts**

**j) Notify supervisor of missed punches within 24 hours of said shift in order to be paid for hours worked.**
Weekly:
   a) Attend scheduled staff meeting
   b) Work scheduled hours at the Apartment Community Center and Housing Office
   c) Attend programs throughout the community

Monthly:
   a) Conduct monthly meter readings (and during check outs)
   b) Participate in Monthly Meal, Monthly Activity, NOW (Fall) & Community Celebration (Spring)
   c) Attend Community Council meetings when in session
   d) Pick up duty phone by 4:00pm, (on by 4:30pm), check voicemail & keep with you at all times

Other tasks:
   a) Conduct smoke detector checks each semester
   b) Conduct checks on outdoor electrical outlets in the fall
   c) Help with parking lot striping every other summer semester

ADDITIONAL EXPECTATIONS

We expect that you...
   □ Be enthusiastic about everything you do
   □ Be open to new ideas, new experiences and new ways of doing things
   □ Be respectful at all times
   □ Represent the Housing Office & Dining Services in positive ways at all times
   □ Be understanding that you and others will make mistakes. Learn from them
   □ Ask for help when needed and be willing to help other RMs when needed
   □ Keep appropriate matters confidential
   □ Meet all deadlines as written or stated, including submission of paperwork as set forth, review and signature on Time Detail reports within 24 hours of notice
   □ Respond to all email within 24 hours
   □ Complete weekly reports, duty reports & programming reports in the designated time frame
   □ Attend all training, staff meetings and staff development
   □ Be on time for all meetings, programs, training, check-ins, check-outs etc. Cell phones put away
   □ Be a team player. Support your team members by fulfilling your duties/assignments & lend assistance to your team members
   □ Respectfully share your ideas, opinions and thoughts when appropriate
   □ Return all equipment used to carry out duties, such as IPod’s, smoke detector equipment, plugins checks upon completion of said task
   □ Change voicemail and greetings on apt phone upon move in
   □ Use good judgment for all your decisions
   □ If you have questions, please ask. Don’t make independent decisions because something doesn’t make sense to you. Don’t shortcut protocol or procedures
   □ Use good communication with the Assistant Director – Apartment Communities and RM staff. Please respond promptly to all emails, phone calls or requests for help from your teammates
   □ BE A MEMBER & PARTICIPANT IN THE APARTMENT COMMUNITY – NOT JUST A STAFF MEMBER.
Confidentiality Statement

All dealings with residents should remain confidential. Resident Managers should show respect for the rights of residents, colleagues and supervisors at all times. Sensitive information must be submitted or shared with supervisors in a timely manner. Colleagues will receive information when a “need to know” situation exists. Need to know situations will be determined by your supervisors.

Residents have the opportunity to discuss situations and incidents with other residents, however, staff members are not permitted this privilege. Student’s records, with the exception of directory information are required to be kept confidential. Information about hearings and violations are not to be disclosed by the Housing staff members.

Situations that may arise concerning staff members are also confidential. Disciplinary or probationary actions or discussions are the responsibility of the staff member, the Apartment Community Center Coordinator and the Assistant Director – Apartment Communities to work through, not that of the entire staff.

Confidentiality is applicable in all areas of your position and also when you are not in the work context. Whether you are in your area with other residents, working at the Apartment Community Center, with fellow staff members, or off campus or off duty staff need to keep certain information confidential in order for our community to function properly. All residents have the right to have their situations handled professionally and confidentially at all times by apartment staff members.