

Resident Manager Job Description

General Description

The Resident Manager assists the Housing Office Staff with the following functions:

- 1) Assist residents.
- 2) Act as liaison for the Housing Office.
- 3) Promote a safe and positive atmosphere in the building.
- 4) Assist with enforcement of University Apartment Lease agreements.
- 5) Serve in an On call duty rotation with other Resident Managers
- 6) Conduct check- ins and check-outs.

Specific Responsibilities

- 1) Assist Residents:
 - a) Answer resident questions.
 - b) Assist residents with complaints as possible or refer them to the Housing Office for assistance or report problems to the Housing Office for resident.
 - c) Unlock doors if needed.
- 2) Act as a liaison for the Housing Office:
 - a) Report problems to Housing Office as they occur.
 - b) Carry out assignments from the Housing Office (i.e. posting notices, check out situations as they arise).
- 3) Promote a safe and positive atmosphere conducive to academics and a family environment:
 - a) Make regular rounds of the building for safety/maintenance/cleaning concerns.
 - b) Report fire/safety or other issues to the Housing/Plant Services offices.
 - c) Contact residents with regard to excessive noise.
 - d) Work closely with Campus Security or the Minot Police Department if necessary.
 - e) Insure the building entrances are free from ice and snow and report such situation to Plant Services if they need special attention. (See Campus Snow Removal Policy).
 - f) Assist Campus Security with fire drills.
 - g) Assist the residents with evacuation if the fire alarm sounds.
- 4) Report violations of Lease Agreement to the Housing Office:
 - a) Interpret and enforce the apartment lease agreement in cooperation with the Housing Office.
 - b) Report Lease Agreement violations to the Housing Office.
- 5) Serve in a shared on call duty rotation:
 - a) When on duty, be available to answer the duty phone
 - b) Act as an on campus responder for apartment issues
 - c) Share in equal amounts of duty with the other managers

- 6) Conduct Check-outs:
 - a) Must be available during peak check-in/out months (Aug/Sept, Dec/Jan, May/June).
 - b) Work with the housing office to schedule check-ins for residents.
 - c) Walk through a unit with a resident when checking in.
 - d) Contact residents to arrange for check out.
 - e) Inspect the apartment and process the proper paperwork with the Housing Office.
 - f) Collect keys from the resident upon check out.

- 7) Regular Staff and Contact Meetings (1:1):
 - a) Be available regular staff meetings
 - b) Be available for a regular contact meeting (1:1)

Terms of Employment

- 1) Must be enrolled as a full-time student and maintain a minimum 2.0 GPA each semester.
- 2) Must occupy the apartment provided during the contracted employment period.
- 3) Must be available for summer training and spring training periods
- 4) Must request time away from the housing office. Time away requests are not guaranteed.
- 5) Must be available on a regular basis including: Weekends, Evenings, and Break Periods.
- 6) Must be eligible for campus employment.
- 7) Resident Managers also receive experience in a leadership role and an excellent chance to develop management and administrative skills.