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.