



Plymouth State UNIVERSITY

Department of Residential Life and Dining Services
Plymouth, New Hampshire

UNIVERSITY APARTMENTS MANAGER Position Description

GENERAL DESCRIPTION

Support the philosophy of Plymouth State University and the Department of Residential Life in the daily responsibilities of the University Apartments Manager position and strive to enhance the mission of the University and the Department of Residential Life.

The University Apartments Manager is responsible for the overall operation and management of the 504-bed White Mountain Apartment Complex (WMAC) and 50-bed Non-Traditional Student Apartment Complex (NTSA). The University Apartments Manager is the primary Judicial Officer for the WMAC/NTSA. The University Apartments Manager is also the liaison for all Greek organization apartments.

POSITION DUTIES AND RESPONSIBILITIES

A) Student Involvement

- a. Establish and maintain positive relationships with students living in the university apartments through personal contacts, meetings, and discussions.
- b. Responsible for promoting a positive, active community within the university apartments to enhance the development of students.
- c. Maintain active involvement in the programs of the university apartments and Plymouth State University.
- d. Act as primary Judicial Officer of the university apartments. Responsible for interpreting university policy and adjudicating policy violations. Monitor judicial trends in WMAC/NTSA.

B) Administrative

- a. Responsible for the maintenance of all appropriate judicial, programming and management records for the university apartments.
- b. Responsible for assisting the Associate Director of Residential North with room assignments and directly responsible for approving all room change requests within the university apartments.
- c. Serve as liaison to Department of Physical Plant concerning matters of maintenance within the university apartments: perform routine maintenance inspections of the university apartments, issue work orders, and insure a well maintained living environment for our students.
- d. Maintain health and safety standards by performing periodic inspections of students' apartments and general areas.
- e. Responsible for the issuance and control of apartment keys.
- f. Oversee the student payroll and related issues within the university apartments.
- g. Assist in the facilitation of the university apartment selection process.
- h. Assist Associate Director of Residential Life North with development and oversight of repair and renovation schedule for all Residential North facilities.
- i. Maintain detailed inventories of each university apartment.
- j. Coordinate detailed damage billing of all university apartments.
- k. Maintain accurate apartment files for operations and maintenance needs.
- l. Create and coordinate WMAC/NTSA publications, including monthly newsletters, informational brochures, and handbooks for residents.
- m. Assist with the development and maintenance of Residential Life website content.
- n. Other administrative tasks as deemed necessary by supervisors.

C) Program Development

- a. Responsible for encouraging a living atmosphere conducive to personal and academic growth for our students.
- b. Participate in New Student Orientation.
- c. Responsible for the coordination of university apartment programs focusing on the student culturally, intellectually, physically, emotionally and spiritually.
- d. Responsible for the coordination of and participation in Residential Life and University committees that fulfill the goals and the mission of the department and University.

D) Counseling

- a. Provide personal and academic advisement to students.
- b. Provide mediation for residents of the WMAC/NTSA.
- c. Perform crisis counseling and crisis response when necessary.
- d. Act as a referral agent to professional counseling staff when appropriate.
- e. Follow up with any counseling related issues in a timely fashion.

E) Personal

- a. Participate in professional/personal development opportunities both on and off campus.
- b. Reside in an assigned university apartment area.

F) Budget

- a. Responsible for determining the budgetary priorities for program development and assist in determining priorities for facilities enhancement.
- b. Responsible for the university apartment's account as well as damage fee assessments.
- c. Active involvement in working with students and staff to utilize funds as efficiently and effectively as possible.

G) Liaison

- a. Act as official host of the University in the university apartments and on campus for parents, prospective students and guests.
- b. Provide input for campus committees involved with the Department of Residential Life.
- c. Promote and maintain positive relationships with University Police, Office of Judicial Programs and other University departments.
- d. Act as a judicial resource for Residence Directors.
- e. Serve as a member of the Residential Life on-call duty rotation.

H) Management

- a. Responsible for the general selection, training and on-going supervision of one Senior Apartment Community Advisor and six Apartment Community Advisors.
- b. Responsible for the opening and closing of the university apartments in conjunction with the academic year and all non-academic periods.
- c. Manage Greek organization apartments.
- d. Other duties as assigned by the Director of Residential Life.

SUPERVISION RECEIVED

The University Apartments Manager receives direct supervision from the Associate Director for Residential North. Also, in specific areas, functional supervision from the Director, Assistant Director, the Central Office staff, the Coordinator of Judicial Programs, the Dean of Students, and the Vice President of Student Affairs.

SUPERVISION EXERCISED

The University Apartments Manager selects, trains, and provides supervision for one undergraduate Senior Apartment Community Advisor and six Apartment Community Advisors. In addition, selection, training, and supervision of student staff in relation to committee work, summer projects, and student assistants/desk staff, as necessary.

QUALIFICATIONS

Masters degree and minimum of three years fulltime professional residential life experience OR Bachelor's degree and minimum of five years professional residential life experience and additional equivalent experience related to the position that can be clearly defined/expressed. Experience managing judicial systems and supervisory experience as well as exemplary organizational and interpersonal skills with a commitment to diversity and staff development.