

## **Community Manager, Apartments Village Position Description 2008-2009**

### **Residential Life Vision**

To be the premier housing and academic support services program in the nation

### **Residential Life Key Results**

100% Occupancy  
93% Retention  
5.25 Overall Satisfaction

### **Residential Life Core Values**

Student Centered Service  
Excellence and Quality  
Student Success  
Collaboration  
Innovation  
Strong Stewardship  
Commitment to Staff Development  
Welcoming and Inclusive Communities

### **Residential Education Mission**

We facilitate the holistic development of residential students and engage them in the ASU experience by cultivating inclusive communities, promoting involvement and leadership opportunities, and intentionally connecting students to campus resources, thereby contributing to their retention and persistence to graduation.

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Under general supervision of the Assistant Director for Apartments, the Community Manager provides overall administrative supervision for the University Towers Apartments or Cholla Apartments. Administrative, supervisory, programming, budgetary, and advising functions include: providing leadership to approximately 300- 600 students living in Cholla Apartments and/or Tower Apartments through supervision of Community Assistants (CAs), and collaboration with ASU Police Department for Campus Security Assistants (CSA's). Community Managers will participate with the Apartment Neighborhood Team in developing and implementing educational & social programming; collaborating with a diverse group of staff, students, and faculty to develop a living experience that fosters academic excellence and personal growth while promoting the feeling of 'Living on ones own' in an apartment complex. The Community Manager will collaborate with the Assistant Director of Apartments on the implementation of staff selection, hiring, performance management and training of staff. The Community Manager functions will also include counseling and advising students; customer service to a variety of constituents, creating an environment conducive to learning; promoting respect for community living; developing and maintaining internal and external partnerships with a variety of offices. The Community Manager is a live-in position requiring some evening and weekend commitments. Specific duties are defined as:

#### **Supervision/Leadership**

- Assist with providing guidance and leadership for assigned residential apartment facility
- Assist with Supervision of Community Assistants and collaboration with ASU Police Department and Residential Life Safety and Security for Campus Safety Assistant positions
- Participate in student staff recruitment, selection and training
- Plan, organize, and implement staff development opportunities
- Provide performance evaluations and ongoing feedback for staff
- Conduct weekly staff meetings
- Conduct regular one-on-one supervision meetings with staff
- Maintain regular contact with staff and students
- Assist with advising Apartment Living Council and functions associated with Apartment Living Council
- Assist department in developing recruitment strategies for next year's apartment communities
- Oversight and/or supervision of desk/office operations

### **Administrative**

- Maintain regular office hours (some nights and weekends required)
- Collaborate with the Assistant Director for Apartments, other Community Manager(s) and neighborhood team to implement administrative processes
- Assist with room/community transfer process for community of responsibility
- Participation in facilitating requests for residential license agreement release of housing contract -traditional and extended contracts
- Assist and maintain apartment community opening space reservations and ensure that standards of use are maintained
- Collaborate with apartment community opening and closing as needed for community of responsibility
- Participate on department and university committees as appointed
- Monitor and respond to daily duty reports

### **Behavior Education**

- Collaborate with the Residential Life Program Coordinator Seniors and Office of Student Rights and Responsibilities staff on all behavior related issues.
- Communicate and interpret departmental policy to staff and students
- When necessary, assist student staff with student policy violations
- Conduct behavioral meetings with students that violate policies, apply appropriate sanctions, and conduct timely sanction follow-up as assigned
- Keep updated student behavior records through the Judicial Affairs Management Systems (JAMS) and in hall behavior education files
- Act as a resource for residents

### **Crisis Management/On-Call Coverage**

- Participate in on-call crisis management and emergency coverage rotation
- Respond to crisis and emergency situations as outlined in Residential Life Emergency Manual
- Provide crisis intervention and follow up as appropriate
- Make referrals to Counseling and Consultation and Student Advocacy, as appropriate
- Maintain documentation of crisis and emergency situations
- Monitor and respond to daily duty reports

### **Community and Academic Development:**

- Assist with coordinating the Sophomore Year Experience and Upperclass Experience in assigned community
- Provide on-going support to residents and staff on academic, personal, social, and behavioral issues.
- Assist staff in facilitating community norms and ensure that community concerns/issues are addressed in a timely and effective manner
- Assist with promoting academic support services as appropriate
- Assist Learning Support Services in creating assessment opportunities and utilizing data available (i.e. what courses students are taken)
- In Sophomore Year Experience/Upperclass communities: Collaborate with academic partners and Learning Support Services to integrate the learning community into residential living environment

### **Facilities Management**

- Collaborate with Facilities Management for Residential Facilities in addressing facility related concerns
- Provide input on facilities concerns for the community
- Tour community regularly to identify problems and initiate procedures for billing and damages, repairs and general improvements
- Follow-up on outstanding facilities concerns

### **Other**

- Collaborate with University constituents in the delivery of services
- Participate in department committee assignments
- Perform other duties as assigned