

Position Description

Position Title: House Manager
Supervisor: Community Director

The House Manager (HM) is an integral part of the University of Toledo's efforts to meet the educational, social, and emotional needs of students. HMs are live-in members of the Office of Residence Life, supervised by the Community Director of his/her assigned building, appointed to serve residents as educators, mentors and guides. Effective HMs are team players who demonstrate strong leadership and communication skills while striving to maintain a healthy living environment in the chapter house. Students serving as House Managers will be expected to know and understand the rationale for University, Residence Hall, and individual national organization's policies and procedures and enforce them effectively.

Job Responsibilities

A. Communication

- a. Develop meaningful interpersonal relationships with individual students in your house, help students adjust to their roommates, floor mates, chapter housemates, and University community.
- b. Maintain a presence in chapter house by being visible, available and approachable to residents in the building, especially during evening hours.
- c. Inform supervisor of issues or concerns affecting or involving students in a timely manner.
- d. Serve as the University administrative contact within the unit and report issues and concerns to your supervisor in a timely manner.
- e. Speak during chapter meetings, disseminate information and resources to residents, must be comfortable speaking in front of groups.

B. Developing Community

- a. Establish mutual respect with others.
- b. Demonstrate active listening and develop open and inclusive environment through civility and respect.
- c. Recognize and assist students with social, personal, and academic related needs/concerns.
- d. Assist in development and implementation of community building activities.
- e. Explain and enforce community living expectations. Help residents interpret and understand the rationale for university and village housing policies.
- f. Assist in resolving conflicts, respond to inappropriate behavior, and provide assistance and leadership in emergency situations.
- g. Participate in the staff duty rotation, monitoring the environment to maintain a positive community and living environment. Staff members are required to respond between 8pm and 8am. Notify your supervisor and/or the Hall Director on Duty of emergency situations immediately. Duty rotation requires staff to walk outside between buildings during this time frame.
- h. Collaborate with custodial and maintenance personnel to ensure a clean and comfortable living environment.

C. Leadership

- a. Role model appropriate and ethical behavior as a chapter leader, maintain high personal standards, set the example for your peers.
- b. Demonstrate good judgment and common sense.
- c. Maintain a 2.3 GPA and an academic load of between 12-18 credit hours.
- d. Remain in good standing with the University.
- e. Develop and maintain professional boundaries with residents and fellow staff members.
- f. Effectively assess the needs of house residents and respond through appropriate channels including referrals to other campus resources.
- g. In the event that non-chapter members are assigned to live in the unit, HMs are expected to:
 - i. Facilitate a positive living environment for all residents and act as a liaison between chapter, non-chapter residents, and the Office of Residence Life
 - ii. Encourage interaction among residents and facilitate opportunities for students to dialogue about personal values, learning experiences, current issues, etc.
 - iii. Facilitate the planning and implementation of activities and programs based on the needs and interests of residents. Encourage involvement and participation in campus activities.

D. Team Player

- a. Attend and actively participate in weekly staff meetings, individual meetings with your supervisor, and professional development programs (significant time commitment during August and January training sessions).
- b. Maintain confidentiality.
- c. Support fellow staff members and other institutional partners (custodial/maintenance, police, counselors, etc.).
- d. Demonstrate personal and professional balance, flexibility, and the ability to self-manage.

E. Administrative

- a. Conduct opening and closing of unit each semester including: Assign and distribute room and mailbox keys, collect room and mailbox keys at year-end, prepare Room Condition Checklists (RCC), assist with inventory of University-owned furnishings
- b. Develop and implement a unit cleaning schedule and host two all unit cleanings per term.
- c. Identify and report facility and maintenance issues in a timely manner
- d. Distribute chapter mail daily.
- e. Assist supervisor with chapter key inventory

- f. Complete chapter occupancy reports and room assignment reports by 2nd week of school and complete all other university forms in a timely fashion.
- g. Fulfill other HM duties as assigned.

House Managers are compensated for their service with:

- **Meal Plan** – fee waiver of \$975 per semester for meals.
- **Room** – fee waiver for room rent for the appointment term.

TERMS AND CONDITIONS OF APPOINTMENT

I. Time Commitment

- a. The HM position is an academic year appointment beginning two weeks before Fall Semester until the Saturday following final examination week at the end of the following Spring Semester. HMs may be assigned work responsibilities during the break periods when the residence hall may remain open.
- b. The HM will live in his/her assigned space for the duration of the appointment.
- c. HMs are permitted time off 12 nights per semester. Sequential nights off are limited to no more than three per request. Advance approval from the Supervisor is required. Professional and personal reasons count as time off. Overnight absence from the house will be considered "time off." HMs must be in their respective buildings by 1 AM Sunday through Thursday night, and by 3 AM Friday and Saturday night to avoid an overnight absence.
- d. All HMs will participate in the mandatory spring paraprofessional staff class and in-services as determined by the Supervisor and/or the Office of Residence Life.
- e. HMs may not accept additional time commitments during the appointment period, unless approved in advance by the Supervisor. If additional employment/time commitments are permitted by the Supervisor, these cannot exceed 20 hours each week.
- f. Student teaching, co-ops and internship possibilities must be discussed and approved by the Assistant Director for Staffing and Training before the HM signs the offer letter.

II. Academic Standards

- a. All HM candidates must have at least a 2.5 cumulative GPA to apply and to gain employment. Cumulative GPAs will be verified during the hiring process.
- b. Once hired (at time contract signed), HMs must achieve a GPA of at least a 2.3 each semester of employment. Semester GPAs will be verified after each semester.
- c. If a current HM Semester GPA falls between a 2.0 and 2.3 during employment, the HM will be placed on Academic Notice. If a 2.3 Semester GPA is not achieved the following semester, s/he faces loss of position. As part of the condition of Academic Notice, the HM will have to follow an academic plan of action as discussed with his or her supervisor.
- d. The Office of Residence Life will only permit one (1) semester of Academic Notice during the course of employment.
- e. Any Semester GPA that falls below a 2.0 may result in immediate loss of position.
- f. A HM is expected to maintain an academic load of no less than 12 and no more than 18 semester hours. Any exception must be approved in advance by the Supervisor and the Office of Residence Life.

III. Disciplinary Standards

- a. All HM candidates must be in good judicial standing with the university and remain in good standing for the duration of their employment.
- b. Some disciplinary charges may remove candidates from the application process. All judicial records, past and present, will be reviewed and candidate will be notified of status.
- c. On-campus or off-campus conduct deemed inappropriate for a university staff member which include violations of the Residence Life Living Guide, the McComas Village Living Guide, the Student Code of Conduct, and/or other University policies may result in termination.

IV. Remuneration

- a. Fee waiver of \$975 per semester for meals.
- b. Fee waiver for room rent for the appointment term.
- c. When the HM is required to be on campus during times not covered by the board contract the Office of Residence Life will provide an option.
- d. If a HM is unable to complete the terms of appointment for any reason (e.g., termination, resignation), he or she will be charged on their University of Toledo student account. The amount charged to the student account will be calculated using the amount of remuneration received and the pro-rated portion of unfulfilled responsibilities.

V. Termination

The Office of Residence Life may terminate employment under the following circumstances:

- a. Failure of a staff member to carry out responsibilities and/or terms and conditions of his/her appointment.
 - b. On-campus or off-campus conduct deemed inappropriate for a university staff member, which includes violations of Residence Life, the Student Code of Conduct, and/or other University policies.
 - c. Funding for the position becomes unavailable.
- HMs are compensated for their employment in advance of their duties. Therefore, if a HM terminates his/her agreement or is terminated by the Office of Residence Life prior to the end of the period of appointment, he/she will be required to reimburse the Office of Residence Life for the portion of room and board for which he/ she did not work.

**Desk Staff Member
POSITION DESCRIPTION**

Desk Staff Members are part-time members of The University of Toledo Office of Residence Life staff directly responsible to the Graduate Assistant Hall Director of his/her assigned building. Desk Staff Members are responsible for operating the functions of the information desk in the residence hall and are considered an integral part of The University's effort to provide a safe, secure, and comfortable environment for residents living in the residence facilities on campus. It is expected that they will abide by all University and residence hall policies. In all activities, they recognize that service to students is a top priority.

Job Responsibilities

- a. Serve students and guests, in a courteous manner, who approach the information desk with requests or needs.
- b. Answer telephone and record messages as directed. Forward messages to proper person in a prompt manner.
- c. Sort and distribute mail to student mailboxes or proper location. Complete mail forwarding procedures as necessary.
- d. Check out recreational equipment, vacuums, blue bins, etc., as requested.
- e. Issue lockout and other keys and maintain accurate documentation of all keys
- f. Maintain accurate information in desk log books and files. Update as assigned.
- g. Record maintenance concerns through the online work order system.
- h. Consistently document residents and guests who violate established policies.
- i. Issue forms as directed. Complete administrative tasks and duties as assigned.
- j. Act as an information resource for hall and campus events and functions.
- k. Operate a two-way radio for the purpose of communicating with other Residence Life staff or Campus Police.
- l. Other duties as assigned.

Term and Conditions of Appointment

I. Time Commitment

- a. The Desk Staff positions are an academic year appointment starting one week prior to the opening of the residence halls in the fall semester through the closing of the residence halls in the spring semester. The appointments may be renewed for a subsequent academic year upon successful completion of position responsibilities as determined by the Office of Residence Life.
- b. Staff members will work between 10 hours and 20 hours on the average week. No student will work more than 20 hours per week except during specified break periods.
- c. Staff members are expected to work their scheduled shift. When this is not possible, it is the responsibility of the staff member to seek a substitute to fill the position.
- d. Staff members will be required to attend all scheduled training sessions in addition to all other scheduled meetings as determined by the supervisor and/or the Office of Residence Life.

II. Academic Standards

- a. All desk and security candidates must have at least a 2.00 cumulative GPA to apply and gain employment. Cumulative GPAs will be verified during the hiring process.
- b. Once hired, staff members must maintain a 2.00 semester GPA. Semester GPAs will be verified each semester.
- c. If during employment the semester GPA falls between a 1.70 and a 2.0, the Desk Staff member will be placed on Academic Notice. If a 2.0 semester is not achieved the following semester, s/he faces loss of position.
- d. The Office of Residence Life will permit only one (1) semester of Academic Notice during the course of employment.
- e. Any semester GPA that falls below a 1.50 may result in immediate loss of position.

III. Disciplinary Standards

- a. All desk candidates must be in good judicial standing with the university.
- b. Some disciplinary charges may remove candidates from the application process. All judicial records, past and present, will be reviewed and candidate will be notified of status.
- c. On-campus or off-campus conduct deemed inappropriate for a university staff member which includes violations of the Residence Life Living Guide, the Student Code of Conduct, and/or other University policies may result in termination.

IV. Remuneration

- a. Hourly wage beginning at \$7.30.

V. Termination

The Office of Residence Life may terminate employment under the following circumstances:

- a. Failure of a staff member to carry out responsibilities and/or terms and conditions of his/her appointment.

b. Funding for the position becomes unavailable.