

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.

Job Responsibilities

A. Communication

- a. Develop meaningful interpersonal relationships with individual students on your floor and other residents throughout the building, help students adjust to their room/suitemates, floor mates, chapter house, 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. Additional non-residence life employment must be approved by your supervisor.
- c. Inform supervisor of issues or concerns affecting or involving students.
- d. Demonstrate active listening.
- 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. Develop open and inclusive environment through civility and respect.
- c. Recognize and assist students with social, personal, and academic related needs/concerns
- d. Explain and enforce community living expectations. Help residents interpret and understand the rationale for university and housing policies.
- e. Assist in resolving conflicts, respond to inappropriate behavior, and provide assistance and leadership in emergency situations.
- f. Participate in the staff duty rotation, monitoring the environment to maintain a positive community and living environment.
- g. 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. Develop and maintain professional boundaries with residents and fellow staff members.
- e. Effectively assess the needs of floor residents and respond through appropriate channels including referrals to other campus resources.
- f. 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 bi-weekly staff meetings, bi-weekly 1:1s, 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
- c. Develop and implement a unit cleaning schedule and host two all unit cleanings per term.
- d. Distribute chapter mail daily.
- e. Complete chapter occupancy reports and room assignment reports by 2nd week of school
- f. Fulfill HM duties as assigned.

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 expected to be in their units during the school year. Requests to leave for more than a night should be approved by the Supervisor.
- d. 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.
- e. Student Teaching 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 2.3 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.
- 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 for room rent for the appointment term.
- b. 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.
- c. 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 bursar account. The amount charged to the bursar 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.