

Mission

The Department of Housing and Residential Education (DHRE) works to create an inclusive on-campus housing environment that promotes personal development, citizenship, involvement, and leadership. DHRE consists of educators, full-time professional staff, and para-professional student staff who through exemplary facilities management, organizational effectiveness, student-centered learning, and assessment initiatives, strive for student success, self-awareness, and satisfaction.

Philosophy

Community Immersion is the philosophy that each student's journey at Carolina is unique. It is therefore important that our staff's focus with residents is more one-on-one, connecting students with their community, with the campus, and with opportunities that expose them to all that is available at Carolina. It is the way in which we directly engage residents, sharing in their successes and assisting with their concerns and challenges. In short, it is mentorship. This, in turn, leads to greater student success.

Community Manager Position

Community Managers (CMs) work to create an inclusive on-campus housing environment that promotes personal development, citizenship, involvement, and leadership through the practice of *Community Immersion*. CMs serve as a resource for RA and OA staff and students in their community as well as a role model at UNC Chapel Hill. CMs are assigned to traditional residence halls, suite style complexes, or apartment buildings and may be asked to hold a collateral assignment. CMs are supervised by a Community Director (CD).

CMs serve as a leader in the department as a whole and in their specific community. In doing so, CMs will serve as a role model to supervise OA staff members and mentor RA staff members in their roles by helping them to develop positive residential communities. This includes but is not limited to: form appropriate resident relationships, train staff on desk procedures, management of receipts and budgets, help to actualize the spirit of *Community Immersion*, facilitate opening and closing procedures, and support crisis management efforts. CMs actively work with the Leadership Team to develop a positive team dynamic amongst their OA and RA staff. This may include but is not limited to: facilitation of trainings and works hops, assistance in leading weekly staff meetings, meet with staff members on individual basis as needed, and fostering a positive attitude regarding DHRE and community initiatives.

The CM role is not a traditional 8-5/M-F job. Actual hours of work vary based on the need of the department (ex: Halloween, popular sporting events, inclement weather, training, opening, closing, staff selection, end of year award ceremony, unforeseen circumstances, etc.) and includes some evenings and weekends. CMs are required to attend all training activities while employed. All leave time must be approved by their supervisor. CMs are expected to assist the Community Director in facilitation of all residence hall openings and closings, including Fall semester, Thanksgiving Break, Winter Semester, Spring Break and Spring Semester/Commencement closing.

A successful CM has a passion for working with a diverse student population, a commitment to student learning and development, and strong critical thinking and problem solving skills. A successful CM demonstrates initiative, possesses the ability to work autonomously as well as part of a team, communicates effectively, and maintains a positive attitude.

This job description is meant to provide an outline of critical job functions of the CM position and is not an all-inclusive list. The CM serves on a Leadership Team comprised of the RAM(s), and CM/GTL and is led by the Community Director. The specific roles and responsibilities of the CM may vary, as the needs of each Community and Leadership Team may look different from community to community. Through the course of the year there will be times where staff will be called to service based on the needs of the community that may not be outlined in a job description. CMs agree to meet and abide by the standards described in this document; the CM Letter of Appointment; the Student Staff Ethical Principles; the Community Living Standards; the Housing Contract; the expectations communicated by DHRE during trainings and by their supervisor; University policies; and State and Federal Laws.

Critical Functions

- Administration
 - Prepare and participate in all meetings and trainings (ex: OA meetings, training, 1:1 meetings with RAM and/or CD, etc.)
 - Demonstrate proficiency and understanding of office procedures
 - Demonstrate proficiency, understanding, and appropriate use of the keys system (ex: ethics, security, inventory, key cards, audits, check in/out procedures, etc.)
 - Complete weekly key, keycard, and flexpass audit
 - Demonstrate proficiency, understanding, and use of DHRE systems (StarRez, eRezlife, Maxient, Advocate, FixMyRoom, Digital Bulletin Boards, etc.)

- Demonstrate proficiency of mail distribution and handling of misdirected mail; Coordinate mail distribution in congruence with procedures outlined during training
- Demonstrate responsibility and professionalism when carrying out duties (ex: locking key box, closing office and posting signs when office is closed)
- Time management (ex: attendance/timeliness for meetings, trainings, desk shifts, etc.)
- Report and respond immediately to office, facility and safety/security needs when necessary
- Work with Facilities to order and replace any lost, stolen or broken keys or flex passes as well as unclaimed property
- Oversee enhancement process in (ex: check in/out, late fee assessment, billing, damaged items, coordinating with Community Enhancements officer of Community Government, etc.)
- Task/Project Management
- Proficient use and maintenance of relevant office equipment (i.e. copier, phone, computer)
- Complete necessary inventories (ex: common room, no show report, keys, enhancements, opening/closing inventories, etc.)
- Maintain and reads office log
- Turn in paperwork by the given deadline
- Manage and oversee appropriate desk log completion
- Maintain and oversee Room/Apartment Condition Forms and processes
- Manage and maintain employee times cards in TIM
- Manage office supplies (ex: inventory, ordering, budget, etc.)
- Coordinate mail distribution in congruence with procedures outlined during training
- Manage any common area or main lounge bulletin boards utilizing desk staff as appropriate
- Manage receipts and budgets in conjunction with Leadership Team

- Communication
 - Excel in verbal and written communication
 - Demonstrate appropriate use of technology (i.e. social networking, texting)
 - Educate residents on facility and enhancement policies and procedures
 - Create and maintain a customer centered environment

- Departmental Initiatives & Vision
 - Demonstrate a commitment to diversity (ex: language, awareness, programming, campus wide trainings/events, etc.)
 - Serve as a positive role model for residents and fellow staff members
 - Be visible and approachable in the community
 - Create and maintains positive working relationships with housing partners (ex: Housekeeping, Housing Support, Maintenance, and Public Safety)
 - Display a positive attitude about the CM position, the Department of Housing & Residential Education and the university
 - Maintain security and ethical use of all passwords, codes, and student information
 - Preserve the confidentiality of personal information about students and staff obtained in the course of employment. (ex: rosters, key cards, student photos and information in StarRez, etc.)

- Desk Duties & Customer Service
 - Schedule appointments and accurate use of calendars
 - Maintain approachability to residents
 - Demonstrate initiative (ex: self-starter, actively look for solutions)
 - Maintain and facilitate positive relationships with RAs, OAs, LT, and residents
 - Maintain a positive and team oriented attitude towards the community, staff, and department
 - Clean and organize office during shift to maintain a professional office area
 - Treat students and staff with courtesy and respect
 - Answer telephone appropriately
 - Follow up on late Items (i.e. keys, enhancements)
 - Service CCI Printer as needed
 - Respond to all questions, inquiries, and comments efficiently and effectively
 - Make appropriate referrals

- Work a minimum of 4 scheduled desk shift hours per week in addition to 8 office hours as outlined by your CD
- Serve as a Mandated Reporter (obligated to report all violations of the Community Living Standards, State and Federal law, as well as cases of sexual misconduct, sexual assault, and sexual harassment to supervisor)
- Supervision
 - Supervise and train OA staff in conjunction with CD (i.e. leadership, direction, management)
 - Coordinate with Leadership Team the scheduling of OA desk duty including switches, special events, and opening/closing
 - Work the desk duty for any uncovered shifts as academic class schedule permits
 - Facilitate and participate in recognition/encouragement of staff and community members
 - Actively work to resolve conflicts on staff
 - Maintain a positive and team oriented attitude towards the community, staff, and department
 - Demonstrate initiative (i.e. self-starter, actively looks for solutions)
 - Communicate constructive feedback to OA and RA staff in conjunction with CD
 - Facilitate staff training on desk/office policies and procedures
 - Be available and accessible to students and staff
 - Holds staff accountable in conjunction with CD (i.e. conversation, letters, action plans)

Qualifications

CMs must have one year experience employed by DHRE as either an OA, RA, or RAM.

Students employed by the Department of Housing and Residential Education (DHRE) must be enrolled as full-time students, must not be employed on a permanent, full-time basis anywhere, and must not otherwise occupy a classified employment position with the University. Student staff are “at will” employees, are not eligible for layoff priority employment or severance pay, and may be terminated at any time without additional compensation. A lapse in student status occurs during breaks (winter and summer) when an employee is not enrolled in courses. This lapse does not affect employment eligibility, though it will subject the employee to FICA tax deductions.

All employees must maintain good financial, disciplinary, and academic standings with the University.

All employees must maintain a cumulative GPA of 2.50 or higher at the time of appointment and throughout employment, be in good disciplinary standings with DHRE, and may be required to complete a required background check to University satisfaction. Good disciplinary standing with DHRE means having neither an active sanction of judicial probation or higher with the DHRE. This appointment may be rescinded if a criminal background check discloses information that affects this hiring decision.

CMs must maintain appropriate balance while in this position, meaning no more than 40 hours of involvement per week (including 20 hours for the CM position, academic credit hours, and other campus involvement). CMs may take no more than 18 credit hours per semester. CM may not hold a second part-time job or unpaid opportunity (internship, assistantship, student teaching, etc) without written approval from both their supervisor and Assistant Director. CMs will review outside commitments with their CD and determine if written request & approval is needed. CMs are encouraged to take part in their own development to ensure they are getting the most from the experience.

Compensation

The Department of Housing and Residential Education provides Community Managers (CM) a compensation package that includes:

- A stipend payment of \$8,000 per academic year that will be divided into 10 payments and paid out monthly on the last business day of the month (except December). The stipend is prorated and the number of payments decreases if hire date is after August 1.
- \$200 per semester is transferred to the CM’s UNC OneCard expense account. This is taxable compensation. The amount is prorated if hired after the first day of classes or if employment ends before the last day of classes. If employment is discontinued early, the portion of meal plan money associated with days not worked is recovered by Housing and is not taxable compensation.
- A single furnished room at a discounted rate not to exceed \$711 per semester, unless housing shortages requires the assignment of a roommate.

* The department of Housing and Residential Education encourages applicants and employees to consider if this compensation package will affect their financial aid package. Please contact Scholarships and Student Aid, 962-4170 for information on eligibility for aid and employment.