



Community Manager Job Description

2024-2025

Mission

Carolina Housing works to provide convenient housing that is secure, inclusive, and supportive. Students create a home in our on-campus communities, build life-long friendships and develop skills for their current and future successes as they journey through their Carolina experience.

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 a welcoming 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 assist with 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, 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 workshops, assistance in leading weekly staff meetings, meet with staff members on individual basis as needed, and fostering a positive attitude regarding Carolina Housing 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 the UNC 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 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. Throughout 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 Carolina Housing during trainings and by their supervisor; University policies; and State and Federal Laws.

Essential Functions

Administration

- Prepare and participate in all meetings and trainings (ex: OA meetings, training, 1:1 meetings, etc.)
- Demonstrate proficiency and understanding of office procedures
- Demonstrate proficiency, understanding, and appropriate use of 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 Carolina Housing systems (StarRez, Maxient, Advocate, FixMyRoom, Microsoft Teams, etc.)
- 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 (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 read 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 shift schedule
- Manage office supplies (ex: inventory, ordering, budget, etc.)
- 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 policies and procedures
- Educate residents on enhancement policies and procedures
- Create and maintain a customer centered environment

Departmental Initiatives & Vision

- Demonstrate a commitment to creating a welcoming community (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 Carolina Housing, 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. FERPA (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)
- Respond to all questions, inquiries, and comments efficiently and effectively
- Make appropriate referrals to resources on campus
- 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, employee evaluations, etc.)
- Coordinate with Leadership Team the scheduling of OA desk duty including switches, special events, and opening/closing
- Coordinate with Leadership Team the scheduling of RA duty including switches, special events, and nights away
- 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

- CM applicants must have experience employed by Carolina Housing as either an OA, RA, or RAM. The minimum experience required for the 2024-2025 academic year is the completion of student staff training for the position most recently held.
- Students applying to this position must meet the following qualifications starting at time the employment application closes, during the applicant's candidacy and throughout the tenure of employment. All employees/applicants must:
 - Maintain a cumulative GPA of 2.30 or higher at the time of appointment and throughout employment and be in good conduct standing with Carolina Housing (i.e. not having an active sanction of housing contract probation or higher; not having an overdue sanction).
 - Maintain good financial standing with the University and with Carolina Housing.
 - Notify their direct supervisor in writing, regardless of intent to appeal, upon receiving a referral for a University violation (i.e. Honor Code, Alcohol Policy, the Policy on Prohibited Discrimination, Harassment, and Related Misconduct), conviction of a crime, or responsible finding for violating any University policy.

Carolina Housing has the right to take employment action, up to and including termination, based on this information.

- Complete a criminal background check at start of employment. Any offer of employment from Carolina Housing is contingent upon the results of the background check. Carolina Housing reserves the right to withdraw, rescind, or cancel its employment offer or appointment at any time if Carolina Housing, in its sole discretion, determines that the employee's background check results are not satisfactory.
- Students applying to this position must meet the following qualifications starting on the first day of employment throughout the tenure of employment. Employees must:
 - Maintain enrollment as full-time students and cannot 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 may subject the employee to FICA tax deductions.
 - 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 and may not hold additional employment (paid or unpaid) without written approval from both their direct supervisor and Assistant Director.
 - Live in the residence hall to which they are assigned by Carolina Housing for the duration of their appointment. In the case of mid-term resignation or termination, CMs will still be bound by the *Housing Contract* and will be given a new room assignment at the discretion of Carolina Housing that may require relocation to another room or residence hall.
 - Have access to a mobile phone or private land line that has an activated voice mailbox while employed, and will provide their direct supervisor with a number to this phone.

Compensation

The information below is the historical compensation for this position. Given potential legislative and other changes under consideration, this is subject to change and will be finalized before formal offers of employment are made.

- Carolina Housing provides Community Manager (CM) a compensation package that includes:
 - A stipend payment of \$14,500 per academic year that will be divided 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 the first day of student staff training. The stipend will be the same regardless of assigned community placement.
 - Assignment to a single furnished room unless housing shortages require the assignment of a roommate.
- *Carolina Housing encourages applicants and employees to consider if this compensation package will affect their financial aid package. [Please contact Scholarships and Student Aid, 962-8396 for information on eligibility for aid and employment.](#)