The following pages include the qualifications, duties, and responsibilities required for the Apartment Manager (AM) position at Central Washington University. The qualifications, duties, and responsibilities listed below may be adjusted as deemed necessary by the Assistant Director (AD) with approval from the Director of University Housing and New Student Programs.

I. **Student and Living Responsibilities**

1) Be a Central Washington University student, Maintain and complete full-time credit load throughout academic career – defined as a minimum of 12 undergraduate credit hours per quarter or 10 graduate credit hours per quarter. This Residence Hall Staff member shall carry no more than 18 credit hours and no less than 12 credit hours in any one quarter. Credit hours will be verified through transcript review by University Housing, Wellness, and New Student Programs staff. A student who is not registered at any time as full-time is not eligible to work 19 hours per week and thereby not eligible for the AM position, thus resulting in immediate termination, regardless of when credit hours are verified.

2) Remain in good academic standing throughout academic career – defined as a minimum 2.7 cumulative grade point average and a 2.7 GPA or above for each quarter. At no time may an AM receive a quarterly GPA below a 2.0; receiving below a 2.0 GPA will result in termination of the position. GPA will be verified through transcript review each quarter by University Housing, Wellness, & New Student Programs staff. A first time failure to meet GPA requirements will result in, at minimum, employment probation, and failure to meet GPA requirements a second time will result in immediate employment termination.

3) Must live in a designated on-campus apartment upon commencement of employment and during term of employment.

4) Must not be away from his/her respective apartment complex for than a maximum of twelve (12) nights per quarter.

5) Confidential and private information gained through the AM/CP role as a staff member is not permitted to be shared or posted in any format.

6) This Residence Life Staff member will refrain from posting electronic information/images that violate University policies or federal, state, and local laws. Furthermore it is expected that staff members will refrain from posting material that could hinder credibility in performing position responsibilities and reflect unfavorably upon the department and institution.

II. **Teamwork**

1) Must demonstrate a commitment to excellent customer service.
2) Willingness to collaborate with other AMs and Community Programmers (CPs) and help in their areas when needed.

3) Offer a variety of services and programs to the students and families of the campus apartments. Previous experience in programming, apartment management, student services, or related experience is helpful.

4) Provide feedback to and accept direction from the ACC, AD, or their designees.

III. Personal Time Restraints

1) 

May not be involved with student teaching, other fieldwork, varsity team sports, or internships while under contract as apartment staff (unless permission is granted by the AD or designee).

2) May accept no other employment while under contract as apartment staff (unless permission is granted by the AD or designee).

IV. Administrative Responsibilities

1) Report directly to the ACC for management and operational aspects of the apartment complex.

2) Maintain apartment complex security (walk through complex daily and report any unusual situations immediately, lock and unlock doors at prescribed times when necessary, and maintain key inventory for assigned complex).

3) Be available to give directions and/or offer assistance to tenants and non-tenants at any time. Be considerate, kind, understanding, and respectful.

4) Work in conjunction with maintenance and custodial staffs to ensure the physical well-being of the apartment complex, keep a record of maintenance needs, and notify University Housing and New Student Programs (UH&NSP) of repairs needed.

5) Work closely with the UH&NSP staff relating to operational matters. Maintain contact with the UH&NSP staff on a daily basis.

6) Check-in and check-out tenants properly (Some physical activity including bending, lifting, twisting and climbing stairs is required to properly complete responsibilities), maintain required paperwork, and turn-in all required forms and reports to UH&NSP in a timely manner.

7) Be responsible for all apartment keys and master keys issued. Responsible for the cost of re-keying if keys are either lost or not returned.

9) Establish and maintain regular office hours one (1) hour each night Sunday through Thursday between 5pm and 9pm. Must be available as needed which includes but is not limited to weekends and heavy check-in/check-out periods.

10) Establish and maintain regular availability hours three (3) hours each day Sunday through Saturday between 7am and 7pm. This is in addition to office hours. [These hours will only be utilized for check-ins; therefore, AMs will rarely work the entire three (3) hours each day.]

11) Must be available to work the first Saturday and Sunday prior to each quarter, one week before school begins in September, two weeks after school ends in June, and during heavy check-in/check-out periods. Heavy check-in/check-out periods include the weekend immediately after the end of a quarter and the weekend or two to three days prior to the beginning of a new quarter. Support of the CPs may be accessed during these times with the approval of the ACC.

12) Must serve on a rotating on-call duty schedule. This includes an equal share of weeknights and weekends during which a cell phone, master keys, and apartment rosters must be carried while staying close to campus to cover concerns for all campus apartments. On-call duty begins at 4:45pm and ends at 8:15am. While on duty, AMs may NOT consume alcohol or other substances that could impair their ability to respond to routine or emergency situations. AMs must be able to transport themselves to all apartment complexes in a timely manner while on-call.

13) Availability to work during University break periods. Personal leave during breaks must be submitted and approved by the ACC at least two weeks prior to the break period. Personal leave is not allowed the two weeks before and after the start of Fall Quarter as this time can be exceptionally busy.

14) Fully participate, as designated by the ACC, in annual training as well as attend in-service training throughout the year.

15) Inform the ACC of class schedule and office hours when established and whenever changes occur.

16) Distribute informational flyers, postings, and letters to tenants when necessary and in a timely manner.

17) Conduct a quarterly complex informational meeting (or community meeting).
18) Plan, implement and evaluate one educational program per quarter in conjunction with CPs for given complex, choosing from the target “Wellness Model” areas: **Intellectual Dimension, Emotional Dimension, Physical Dimension, Spiritual Dimension, Social Dimension, Life Planning Dimension, Cultural Dimension**

19) Plan and implement **1 Fire Safety Programs per quarter, to include a Fire Extinguisher training one time per year.**

20) Write monthly articles for the “Apartment Advocate” Newsletter concerning issues effecting campus apartments.

V. **Professional Development**

1) Adhere to the Code of Ethical Standards established by and for Central Washington University.

2) Uphold and maintain all UH&NSP policies and inform the ACC or his/her designee of any and all violations.

3) Assume a proactive role in handling and reporting situations that present a threat to the welfare of tenants, guests, or the physical condition of the apartment complex or University property in general.

4) Participate in job training sessions and attend in-service training sessions throughout the year. Upon commencement of employment, the AM will go through several training sessions.

5) Attend and participate in **required** AM/CP meetings and one-on-one meetings with the ACC.

6) Other projects, duties, and tasks as required and assigned by the ACC or his/her designee.

VI. **Conditions of Employment**

1) Appointment is for the 2010-2011 fiscal year, contingent on satisfactory performance as evaluated by the ACC.

2) AM responsibilities take precedence over all other extracurricular activities.

3) The AM can expect to spend an estimated nineteen (19) **productive and involved** hours per week, although this time can vary depending on the time of the year and the circumstances.