
RESIDENCE HALL MANAGER (RHM) POSITION DESCRIPTION

The Residence Hall Manager is in a unique position: a paraprofessional member of the University Housing, Wellness, and New Student Programs staff and a full-time student at Central Washington University. In this role, the Residence Hall Manager is a vital link in communication between residence hall students and various university agencies. The Residence Hall Manager must make a strong effort to be a responsible role model and to establish rapport between oneself and fellow staff team members as well as with one's assigned living community.

The Residence Hall Manager will be considered the "point person" for the assigned residence hall. Residence Hall Coordinators will provide Residence Hall Managers with expectations and tasks that must be carried out in a timely manner.

The Residence Hall Manager will be completely accountable for the assigned residence hall, which includes all duties as assigned in this position description.

QUALIFICATIONS

Applicants must have a genuine interest in the welfare of residence hall students, basic skills in individual and group counseling and advisement, and the necessary time to devote to these responsibilities.

To be effective, a staff member must be willing to devote 19 hours a week to one's duties. Therefore, the Residence Hall Manager is not permitted outside employment on campus. Any outside employment must be approved by the Assistant Director of Residence Life and/or designee. Academic loads more than 17 credits must be approved by the current supervisor prior to registration. Candidates are expected to limit their extracurricular activities to avoid any conflict of interest with the Residence Hall Manager position.

Students who wish to enroll in student teaching, full-time internships, or participate in pre-autumn teaching cannot serve as a RHM unless approved through the Assistant Director of Residence Life.

Residence Hall Managers may be enrolled in any academic discipline; however, all RHMs must be in good academic standing with the University and maintain at least a 2.7 cumulative and 2.7 quarter GPA. Any time a staff member falls below the 2.7 GPA for more than one quarter (not necessarily consecutively), a staff member may be terminated from his/her position. All staff members must be fulltime students (minimum of 12 undergraduate credits or 9 graduate credits).

Residence Hall Managers must have one full academic year of residence life, live-in working experience (such as a resident assistant position) prior to assuming the position.

Any termination or resignation from the Residence Hall Manager position will result in University Housing, Wellness, & New Student programs moving the Residence Hall Manager from the living environment with which the Residence Hall Manager directly worked.

REQUIREMENTS

COMMUNITY DEVELOPMENT:

To facilitate community development, the RHM must:

1. Getting acquainted with each student in the residence hall.
2. Being readily available to any student in the residence hall for discussion concerning personal, social, or academic problems.

3. Making individual referrals to the appropriate University staff members when in the best interest of the student.
4. Acting as a mediator in roommate problems and disputes, consulting with Central Office staff.
5. Supporting and facilitating the creation of a group-centered, self-governed residence hall community through the Community Living Agreement and ongoing community evaluation.
6. Provide the opportunity for informal gatherings of students in their assigned area to discuss common concerns or group problems in a fair and consistent manner (e.g. facilitate social and athletic/recreational programs).
7. Educating students to the concept of community living and abiding by standards set within the Community Living Agreement.
8. Working with residents and staff on a continuous basis to facilitate a balanced programming effort. The Residence Hall Manager is responsible for program development and planning within their assigned hall. This includes specific responsibilities to the living learning community of the assigned building.
9. Working with any faculty mentors in creating informal and formal interactions with faculty.
10. Encourage the development of a community that values individual differences and respects the rights and opinions of all residents (e.g. facilitate educational, community service, and cultural programs). Confront inappropriate behavior, which does not support such differences.
11. Ensure All-Hall meetings occur at the beginning of each quarter and throughout the year as needed.
12. Act as the primary advisor to the Residence Hall Leadership Council in assigned hall(s).
13. Work with Residence Hall Association in setting up elections and meeting schedule for executive officers.

TEAM LEADERSHIP:

This function includes:

1. Work with Residence Hall Coordinator to develop a strong staff team (4-6 staff) through positive role modeling, support, and an open and honest approach to conflict resolution.
2. Coordinate the activities of the staff team and evenly delegate duties in a mutually satisfying manner to all staff members.
3. Facilitate leadership of weekly staff team meetings. Develop agenda for the meeting to share with staff team members and Residence Hall Coordinator.
4. Facilitate team development of quarterly team program plan.
5. Facilitate quarterly closing and opening tasks with your team. This includes check-in/check-outs, beginning of quarter hall meetings, new bulletin boards each quarter, duty schedules, etc.
6. Coordinate hall equipment check-out process with staff team. Process must include receiving identification from any individual borrowing equipment.
7. Facilitate key roster reviews and communicate concerns or review findings with Residence Hall Coordinator.
8. Instruct team on tasks assigned by Residence Hall Coordinator, Assistant Director, Director, or Senior Director.

RELATIONSHIPS TO OTHER STAFF MEMBERS:

As the primary supervisor of a "staff team" the RHM must:

1. Be available as scheduled for hall duty, completing duty "rounds" in the hall and those tasks associated with duty.
2. As the primary communication link with the residents in the hall, the manager is responsible for keeping fellow staff and the Office of University Housing, Wellness, and New Student Programs informed of events or activities in the residence hall. In this same capacity, the manager is responsible for representing the University to the students in the hall.
3. Support and work closely with fellow staff members in the residence halls.
4. Work closely with the Housing Office to coordinate hall assignments, room assignments, etc.

5. Coordinate activities and programs that involve faculty, including any assigned faculty mentor.
6. As a member of the University Housing, Wellness, and New Student Programs Staff, the manager is expected to work closely with other Student Affairs staff members (Counseling, Financial Aid, etc.) in facilitating student assistance.
7. Work in conjunction with the maintenance and custodial staff to ensure the physical well being of the building and its facilities.
8. Establish a rapport with campus police officers and with the hall custodians, regularly inviting both to staff and hall meetings.
9. Conduct bimonthly one-on-one meetings with staff members within living unit (minimally).
10. Assist the Residence Hall Coordinator in evaluating student staff, making recommendations for corrective action procedures and recognition.

IMPLEMENTATION OF REGULATIONS AND POLICIES

The RHM is also responsible for:

- a. Setting a good example personally, socially and academically, in all University and community establishments (particularly in regard to alcohol use).
- b. Interpreting, supporting, and documenting violations of University policies, hall policies and state laws
- c. Enlist the support of the student residents in the enforcement of University policies, hall policies and state laws.

MAINTENANCE/ADMINISTRATIVE:

To maintain the physical environment of the hall and its administration, the RHM must:

- a. Coordinate the activities of the Resident Assistant staff to report conditions of all student rooms prior to and following their occupancy conditions of all student rooms prior to and following their occupancy. Develop an inventory and condition report with hall custodians of all common use area in your hall prior to the official opening day in the fall and at the end of each year.
- b. Check students in and out of rooms and coordinate all system approved moves within the hall. Maintain, at all times, an accurate roster of occupants and keep Housing Services informed of roster changes.
- c. Report routine and emergency maintenance needs that exist in the assigned area of responsibility.
- d. Attempt to identify those persons responsible for damage in the hall and attempt to get such persons to take responsibility for the results of their actions.
- e. Spend no more than nine days (overnight, 24 hours periods) away from the residence hall during a quarter. These absences from the hall must be coordinated and approved by the Residence Hall Coordinator to ensure adequate staff coverage during any absence. No more than three days may be taken at any one time, and these times may not fall during opening or closing periods.
- f. Share in the hall staffing responsibilities for some portion of Thanksgiving Break, Winter Break, and Spring Break vacations to ensure that the hall will be minimally staffed.
- g. Be available prior to the official opening of the residence hall each quarter and assist the Resident Assistant(s) in preparing the building for opening. Also, be available until official closing time of the building to assist students with checkout procedures.
- h. Coordinate recycling program for hall with staff and residents to assist in the collection and neat storage of recyclables by the Residence Hall Recycling Program.
- i. Maintain the records for the hall's CWU Hall Activity Account, assisting in the training of RA's and confronting violations of the procedures for use of this account and resident funds.
- j. Submitting all required forms and reports in a timely fashion.
- k. Attend all staff meetings and in-service training programs with Central Office Staff during the academic year. (Continuous All Staff Training (CAST) meetings occur on Wednesdays, 3:00 – 5:00 pm and classes or other commitments must not be scheduled during this time.)
- l. Perform other responsibilities as assigned by the Office of University Housing, Wellness, and New Student Programs.

TRAINING:

To benefit from staff training the RHM must:

1. Attend each Continuous All Staff Training (CAST) meeting with other student staff (including Community Programmers, Resident Assistants, and Residence Hall Managers) to discuss hall problems or concerns and to exchange information.
2. Attend any Residence Hall Manager staff meetings.
3. Take charge in the case of an emergency or disturbance in the hall.
4. Keep hall entry doors locked at all times except during move-in and out days at the beginning and end of quarters, and with exception to special hall events where entry doors are monitored by staff.
5. Ensure that U.S. and campus mail is distributed prior to 7:00 pm Monday thru Friday (including distribution on duty days).
6. Return early for Residence Hall Manager Training at the beginning of each quarter.
7. Establish goals, provide and accept positive and constructive criticism to and from supervisors, peers, and residents.

GENERAL:

In performing the above functions and duties of the RHM position, it is expected a person in the position will:

1. Continuously provide feedback to and accept direction from the Assistant Director of Residence Life and all designees (Residence Hall Coordinators, Residence Hall Managers, etc.)
2. Expect to receive positive feedback and constructive criticism through evaluation by the Residence Hall Coordinators and other staff members as designated by the Assistant Director of Residence Life.
3. Performing other responsibilities assigned by the Residence Hall Coordinator, Assistant Director, Director, or other office members within the Office of University Housing, Wellness, & New Student Programs.