

The administrative staff of Western New England University includes paraprofessional live-in positions for the University's resident student population. Individuals appointed to this position will have completed a Bachelor's degree and must be enrolled in a full-time graduate degree program.

GENERAL DESCRIPTION OF DUTIES

The Residence Manager is responsible for the onsite management of a residence area for first year or second year students. Responsibilities are focused on the development and maintenance of an environment conducive to the academic, social and personal growth of residents, individually and collectively. The Residence Manager is directly responsible for supervision of a staff of Resident Advisors (normally one RA per corridor or unit) in the delivery of services and program development. The Residence Manager fulfills a variety of administrative responsibilities pertinent to the daily operation of the residence area. The Residence Manager reports directly to a Residence Director.

As a live-in position (furnished accommodations, meal plan while undergraduate classes are in session), the Residence Manager is expected to be an active and visible member of the residence community in an environment that functions around-the-clock. On this basis, University provided accommodations must serve as the staff member's primary place of residence. This means that time spent elsewhere should normally not exceed 2 nights per week (i.e., overnight), unless it is reviewed with their immediate supervisor in advance. This expectation applies for the academic year.

Responsibilities include evening, night time, and weekend commitments on a regular basis throughout the academic year, including time reserved for preparatory training. The Residence Manager shall respond to critical situations and unforeseen circumstances campus-wide through duty rotation with other professional staff within Residence Life throughout the calendar year. Given the nature and extent of position related requirements and functions, the Residence Manager is expected to discuss other significant time commitments, within and beyond the campus, with their immediate supervisor prior to making any such commitments.

SPECIAL SKILLS AND EXPERIENCE

Direct experience and demonstrated leadership in university housing or a similar setting, plus a general understanding of residence hall operations and student development, is essential. The ability to relate positively with traditional college age students is imperative. Specific attributes should include skill in the following areas: communication; organization; time management; programming; group dynamics and supervision. Flexibility, objectivity, assertiveness, empathy, sensitivity to diversity and differences, and a willingness to learn and contribute are equally important traits. A successful candidate shall embrace the programmatic and developmental goals of the department.

GENERAL RESPONSIBILITIES

- Assist in the development of an environment that supports and promotes opportunities for individual growth, respect for persons and property, and a sense of community living and shared responsibility.

- Work consistently towards the fulfillment of goals and objectives as established for the offices of the Vice President for Student Affairs/Dean of Students and Residence Life.
- Encourage and reinforce independent and responsible decision making on the part of all residents. Develop strategies specifically designed to promote responsible behavior and respect for the community. Assist with student accountability for unacceptable or inappropriate behavior. Conduct discipline reviews within area of responsibility, and refer incidents to the Office of Residence Life as warranted.
- Coordinate and actively promote educational, cultural, wellness and social programs and activities through the Residential Curriculum designed to meet the developmental needs and interests of students. Assist with programs sponsored by the Office of Residence Life for the resident population at large, while assuming primary responsibility for the planning and implementation of developmentally based programming (with an emphasis on weekends) in the assigned residence hall. In this regard, assist and directly supervise Resident Advisors with their specific programming responsibilities.
- Provide assistance and/or referral as needed relative to academic, personal and social concerns of resident students. Serve as a primary resource person for unusual circumstances or crisis intervention (within limits defined in training.)
- Present self in an approachable manner to students, faculty and staff. Demonstrate acceptance and openness for the lifestyle and values of others. Respect the need for privacy and confidentiality, while sharing information with administrative staff as appropriate and within guidelines established by the University.

SPECIFIC RESPONSIBILITIES

I. SUPERVISION

- Provide direct supervision to Resident Advisor staff as assigned.
 - Provide each staff member with timely feedback and information regarding expectations and performance.
 - Address concerns in private, with assistance as appropriate.
 - Supervise fairly: avoid preferential treatment; provide support and assistance as needed.
 - Develop an appropriate rapport with staff. Set appropriate boundaries with staff in order to function effectively as their supervisor.
 - Conduct individual “one-on-ones” throughout the academic year.
- Prepare monthly duty schedules for RA staff within assigned area to ensure proper weeknight and weekend coverage.
- Conduct weekly Resident Advisor staff meetings, which should include staff development opportunities as well as items of business and planning.
- Actively participate in weekly Residence Life staff meetings.

E. Participate fully in all staff development opportunities, including pre-semester training and in-service training sessions. Assist with the planning and implementation of training, as appropriate.

F. Develop guidelines for staff to ensure consistency when responding to unacceptable or inappropriate behavior.

G. Facilitate the implementation of the Residential Curriculum through execution of the lesson plans provided. Evaluate and guide the Resident Advisor staff in their implementation of the Curriculum.

H. Coordinate (and participate in) residence safety inspections each semester and supervise RAs when completing individual room safety checks. Provide summary data to the Associate Director of Residence Life for Operations.

I. Serve as advisor to the Hall Council in assigned residence area. Attend meetings and programs, monitor budgets, promote collaborative programming and appropriate governance issues.

J. Complete a formal midyear, reappointment recommendation as well as a semesterly performance evaluation, in writing, for each RA. Assess and document strengths and areas where improvement is needed.

K. Have thorough knowledge and ability to coordinate and execute emergency procedures. Work cooperatively with University personnel, particularly the Public Safety department, in intervention and appropriate follow up.

L. Be available for additional duty when necessary; i.e., special events, Homecoming, Senior Week. Be responsible for a master key and on-duty phone; monitor proper use of other university property by RAs.

II. ADMINISTRATIVE

A. Submit written reports as required including, but not limited to, the following: monthly summaries, maintenance reports, incident/referral reports, damage reports, room and lounge inspections sheets, housing rosters, occupancy reports and other forms/reports as needed.

B. Assist with the development and implementation of strategies designed to minimize vandalism and damage. Provide information for damage assessment (individual or group billings).

C. Monitor operation of all common and recreational areas within assigned residential unit. Monitor upkeep and service of laundry room and vending equipment.

D. Maintain open communication and work cooperatively with services and staff in the areas of Student Activities, Facilities Management, Public Safety, Housekeeping and Academic Affairs.

E. Coordinate opening and closing of assigned residence area(s) during vacation periods and at the start and completion of the academic year. Distribute and/or collect keys at the opening and closing of each academic year.

F. Coordinate the check-in, check-out process for assigned residence area; maintain records, including key inventories (at the opening and closing of the academic year) and room/apartment condition forms throughout the academic year.

G. Complete a midyear performance appraisal for yourself. Meet with your immediate supervisor to evaluate strengths, areas for improvement and recommendations for continued success.

H. Assist with the Resident Advisor selection process. Participate in both individual and group interviews.

I. Assist with the Residence Manager selection process, as appropriate.

J. Assist the Office of Residence Life with room preference process for returning resident students.

K. Remain actively informed about, and supportive of, University policies and programs.

III. DEVELOPMENTAL

A. Conduct judicial hearings involving violations of the Student Conduct Code, Resident Student Housing Agreement, Alcohol Policy, and Community Covenant statements.

B. Advise Hall Council as a programmatic, advocacy, and governing organization within the residence hall/area.

C. Coordinate and implement living learning programming initiatives within learning interest communities in conjunction with other Residence Life team members and other departments (as appropriate).

D. Provide service learning opportunities for staff and students, with emphasis on community service and personal development initiatives.

IV. MISCELLANEOUS

A. Assume weekly duty rotation as scheduled for supervisors. Be available for special duty when necessary (special events, unforeseen circumstances, etc.)

B. Assist the Office of Residence Life with special projects during the academic year.

C. Maintain a high level of visibility within the assigned residence area(s) and be readily available to both students and staff for consultation and assistance.

D. Maintain a schedule of formal office hours in assigned residence area for a minimum of 15-20 hours per week with some office hours/availability on each day (Monday – Friday) unless otherwise approved by supervisor.

E. Actively support and encourage observance of ethical standards for conduct (included with job description). Be a positive role model through behavior consistent with the University's standards for conduct.

F. Assume other duties and responsibilities as may be assigned by the Office of Residence Life and/or Office of the Vice President for Student Affairs/Dean of Students.

RELEVANT INFORMATION

Employment is for the academic year and includes time reserved for preparatory training and staff development. Individuals appointed as Residence Managers should plan on beginning in early/mid-August and continuing through to June of the next calendar year. Due to the demands of both anticipated commitments and the requirements of position related functions, Residence Managers are expected to forgo other employment, other paid positions and/or significant time commitments during the academic year (unless approved in advance).

The compensation package includes

- Financial compensation by stipend or hourly pay.
- A furnished apartment.
- Tuition remission opportunities
 - Only for graduate students enrolled in a graduate level program at Western New England University.
 - Only to apply to terms/semesters that begin during the contract period.
- Participation in a University meal plan while classes are in session
- Local telephone service.
- Cable television.
- Wireless Internet access.

Since on-campus residency is a condition of employment, lodging and board are a tax exempt fringe benefit.

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