

RESIDENT MANAGER JOB DESCRIPTION

Function of Position

The Resident Manager (RM) facilitates the efficient operation of the Family Housing community, ensures proper maintenance of the apartments and encourages involvement in, and enjoyment of, the apartment community by the residents. The RM articulates the philosophy of the Housing Division, *The Terms and Conditions of Occupancy*, and serves as a liaison between the Housing Division and the residents of Family Housing. In addition, the Resident Manager is a contact person and resource for the Family Housing Association.

Primary Responsibilities

- Inspect and report individual apartment damages immediately after residents vacate and complete online work order for 'Prepare for Occupancy.'
- Ensure that residents vacate no later than date determined by the Family Housing Office.
- Assist in an annual inspection of all apartments which do not turn over in a calendar year to insure the proper maintenance of each unit.
- Be available to assist the Family Housing Office in showing apartments to prospective clients.
- Collect keys from residents when they vacate and issue a receipt for keys returned. Submit receipts and keys to the Family Housing Office within two business days.
- Be available during his/her office hours to assist residents who are locked out of apartments.
- Mediate conflicts or disputes between tenants and inform the Family Housing Office of issues in progress.
- Work closely with the Family Housing Association. Attend meetings scheduled by the FHA President. Support and participate in FHA activities. Serve as co-chair of the FHA Welcoming Committee.

General Responsibilities

- Advise the Housing Division of all issues relating to the management of the apartment community and provide input in the formulation of plans and procedures to deal with these concerns.
- Notify the Housing Facilities Department of maintenance and safety/security concerns. Accompany Housing Division staff on tours and inspections of areas of responsibility as directed and provide input to both the Housing Division and Family Housing Association on safety and security-related concerns.

- Report emergencies to proper authorities, and to the Family Housing Property Manager.
- Maintain regular contact with the Housing Division on at least a weekly basis, meet at least bi-weekly with Family Housing Office staff, and attend staff meetings which are convened by the Director or Assistant Director of Accommodations or the Family Housing Property Manager.
- Write an article for the FHA Newsletter every other issue and submit it to the editor. (The other RM will write the articles in the alternate issues.)
- Review monthly rosters of residents and notify the Family Housing Office of discrepancies.
- Distribute information and correspondence to residents.
- Assist any residents having difficulties with Family Housing facilities.
- Refer residents to appropriate departments for assistance.
- Explain and enforce the *Terms and Conditions of Occupancy*.
- Provide general supervision of the community in the assigned area of responsibility by being visible and available and by establishing and maintaining good rapport with the residents.
- Perform other duties assigned by the Director or Assistant Director of Accommodations or the Family Housing Property Manager.
- Wear proper identification (ID Badge) while completing official Housing Division responsibilities.

Terms of Employment

1. Remuneration: Each Resident Manager will receive the equivalent of an unfurnished, two-bedroom apartment rent-free for the full time of contractual employment (two years) within the area of responsibility, to be determined by the Housing Division.

The RM agrees to maintain telephone service and to have the Voice Mail service available from Embarq. Regular monthly telephone charges, including the cost of Voice Mail, will be reimbursed by the Housing Division at the end of the year (other optional services will not be reimbursed). RM pays for long distance charges.
2. The RM is required to schedule departure and return dates for absences or overnight, a weekend, or longer with the Family Housing Property Manager and receive approval before leaving Grounds. ***One Resident Manager must be in residence at all times.***
3. Each RM will post a minimum of 15 hours per week of “office hours” and notify the Family Housing Office of these hours.
4. It is the RM's responsibility to notify and seek guidance from the Director or Assistant Director of Accommodations or the Family Housing Property Manager if at any time, he/she is uncertain of his/her responsibilities, or is unable to fulfill these responsibilities.
5. The Housing Division must approve other job commitments that are in addition to the

Resident Manager responsibilities, to assure employment obligations can be met.

6. The new RM will be trained before employment begins. The length of employment is for one and one half years (there is a six month contract, renewable for another year). After six months, the RM may be reappointed for one additional twelve month period based on a satisfactory performance, as determined by the Director or Assistant Director of Accommodations and the Family Housing Property Manager.

Accountability

Each RM is supervised by the Family Housing Property Manager, and is accountable to the Family Housing Property Manager and the Director or Assistant Director of Accommodations.

Qualifications

1. RM must continue affiliation with the University of Virginia as a full-time student, research assistant or associate, postdoctoral fellow, or medical resident during the employment term.
2. Desired experiences and skills include, but are not limited to:
 - apartment manager experience,
 - resident staff in a college/university residence hall,
 - mediation skills, and
 - experience working with customers.
3. Desired personal qualities expected in a Resident Manager are:
 - self discipline and motivation;
 - interest in people on an individual basis and awareness of feelings, needs and rights of others;
 - attention to administrative detail and deadlines;
 - ability to work independently and as a team with the other RM and Housing Division staff; and
 - good written and oral communication skills.

Training will start in December and employment will begin mid-December.

Particulars for University Gardens Resident Manager position:

Responsible for University Gardens and in Copeley Hill, Farrish Circle buildings and buildings 285, 287, and 293 Peyton Court.

Must reside in an apartment in University Gardens.

Applications will be reviewed after the deadline (November 10, 2011). Finalists will be selected and scheduled for an individual interview between November 14 and November 16. Final decision will be made by November 18.