

# RESIDENCE LIFE APARTMENT MANAGER | 2024-2025

## APARTMENT MANAGER (AM) POSITION DESCRIPTION

### SUMMARY OF POSITION

Elon University Residence Life Employs 12-Month Apartment Managers (AMs) who support neighborhood apartments in Danieley Center, Oaks, Park Place, Station at Mill Point, and Crest Apartments. AMs are integral parts of the Residence Life team. AMs are responsible for engaging apartment residents in the residential campus experience as well as day-to-day operations that are unique to apartment communities.

Summer 2024 – Spring 2025 Employment dates: Tuesday, May 28, 2024\* – Saturday, May 31, 2025

\*Training will begin Tuesday, May 28, 2024. AMs will continue to occupy their spring assignment (or be provided interim housing) until their apartment is ready at a later date.

Checkout of assigned room by Sunday, June 1, 2025

\*More detailed information of employment dates and duties will be outlined in the Staff Agreement and Calendar document.

### POSITION RESPONSIBILITIES

The following frames the overarching responsibilities of Apartment Managers for Residence Life at Elon University. AMs can work part-time or hold a part-time internship (up to 10 hours per week during academic year in fall and spring semesters) as approved by the Community Director but must have availability during the day and throughout the week to complete their responsibilities.

### COMMUNITY DEVELOPMENT AND EDUCATION

- Maintain a visible presence in the community working directly with students in the neighborhood as a leader.
- Aid in fostering a safe and inclusive environment for all residents.
- Build relationships with residents that foster honesty, integrity, responsibility, and respect.
- Support students in addressing their concerns and actively provide resources to students.
- Meet with residents to assist in resolving roommate conflicts and other personal challenges.
- Plan and facilitate building and neighborhood-wide programs, events, and initiatives.
- Maintain bulletin boards and neighborhood communication and flyers.
- Actively contribute to Neighborhood Association and Student Neighborhood Association.

### ROLE MODELING AND MENTORSHIP

- Serve as a mentor and leader within the community and actively engage in setting community standards.
- Serve as a role model for students both personally and professionally by knowing and abiding by Elon University policies and procedures and Honor Code.
- Actively work to challenge, guide, and positively impact your residents' Elon experience through care and support.

### TEAM MEMBER

- Represent Residence Life, the neighborhood, and the position well.
- Actively participate in training prior to beginning employment as well as throughout the academic year.
- Participate in all staff development, staff meetings, and department meetings, and other related assigned tasks throughout the period of appointment as outlined in the work agreement.
- Participate in the recruitment and selection processes of Residence Life student and professional staff.
- Attend one-on-one meetings with supervisor(s) and weekly staff meetings Wednesday evenings 8-9:30pm.
- Develop and maintain positive relationships and communication with building environmental services staff as well as the Facilities Management staff responsible for building and utilities maintenance.

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## ON-CALL AND ADMINISTRATIVE RESPONSIBILITIES

- Assume on-call responsibility and neighborhood walks to assist in the safety and security of residents, including serving as a mandatory reporter under Title IX guidelines.
- Complete all required paperwork (on-call logs, incident reports, programming forms, etc.) in a timely manner.
- Assess the condition of furniture in common areas, safety concerns, and maintenance issues while on neighborhood walks. Report concerns as directed.
- Assist in facilitation of occupancy checks, room condition forms, health and safety checks, check-in and check-out procedures and other Residence Life processes.
- Schedule three hours each week in respective neighborhood office to complete administrative and programmatic responsibilities and, if needed, assist supervisors (CD/PA/GA) with neighborhood office tasks.
- Serve as a liaison between Residence Life and apartment residents by communicating pertinent information such as lease agreements to residents and relaying any student or facility concerns to supervisor.

## SUMMER RESPONSIBILITIES WITHIN RESIDENCE LIFE (JUNE/JULY)

- Complete apartment room checks, including check-in and check-out and other relevant duties throughout the summer in all apartment neighborhoods.
- Schedule three hours each week in respective neighborhood office to complete administrative and programmatic responsibilities and, if needed, assist supervisors (CD/PA/GA) with neighborhood office tasks.
- Continue attendance of 1:1s with supervisor and neighborhood staff meetings as directed by supervisor.
- Plan and facilitate building/neighborhood-wide programs, events, and initiatives.
- Serve on-call with other summer staff including support of summer housing and summer camps/conferences.
- Assist with planning and facilitating Student Staff Training and other duties as assigned by supervisor.

## QUALIFICATIONS

The AM position is a 12-month position and requires approximately 15 hours per week during the academic year (August through May) and 10 hours per week during the summer (June and July). 10-month AM positions will continue to be available for continuing Residence Life staff at the current rate of pay. There will be priority consideration for 10-month positions for AMs who are intending to return for the following year. However, applicants who are available for 12-month positions will be prioritized in the process. There will be an opportunity for one week off (paid) during summer months, though there will be defined “blackout dates” when all staff are required to work which will be outlined in the work agreement.

To be eligible for the Apartment Manager position, the student must be enrolled as a degree-seeking student at Elon University and hold a 2.5 semester and cumulative GPA. Rising junior/senior credit status is preferred. Rising Sophomores are eligible for Oaks, Crest, and Danieley Center Neighborhoods. Previous experience living on campus, prior leadership experience, and strong written and oral communication skills expected; previous experience with Residence Life leadership roles preferred.

## REMUNERATION

Remuneration throughout the time of employment includes the cost of a single bedroom within a four-person single rooms apartment (3-person in Park Place) and a monthly \$200.00 pre-tax stipend August through May\* and \$750.00 pre-tax monthly stipend June and July.

\*J-Term Remuneration: It is an expectation for J-term that student staff who are remaining on campus are continuing to fulfill the responsibilities associated with their student staff position, including being part of the neighborhood on-call rotation. Staff in Apartment Neighborhoods will be paid \$100 per week with at least one on-call shift worked.

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## APARTMENT MANAGER (AM) STAFF AGREEMENT

By completing this form, you are accepting the staff position description, agreeing to all responsibilities, and fulfilling all dates and eligibility as conditions of your employment. Refer to the position description and the Student Staff Manual provided during training for the full description of duties.

### AGREEMENT DATES & EVENTS

In general, AMs must have no other commitments that conflict with the dates and times (where applicable) below, including but not limited to, during opening and closing of breaks, trainings throughout the year, and other designated University events. This requires that staff stay late and return early at break periods to assist with on-call coverage, procedural tasks and more. Failure to uphold responsibilities on these dates will result in referral to the Accountability Model and sections in the Student Staff Manual regarding these time periods. Although we make every effort to provide all responsibilities in advance, we do reserve the right to add tasks as needed, subject to change.

Period of Employment: May 28, 2024 - May 31, 2025 \_\_\_\_\_ (initial)

Important Contract Dates				
Initial	Event	Date	Time	Notes
	AM staff begin training	May 28-30, 2024	9am-5pm	
	Apartments Close	Saturday, May 31, 2024	10am	Checking spaces
	Student Staff Meetings	Wednesdays - Weekly	8pm-9:30pm	In Neighborhood
	Individual 1:1s w/ supervisor	Scheduled with your supervisor	Varies	
	M-F on-call 5pm-8am Saturday & Sunday on-call 24/7	Scheduled with staff and supervisor beginning May 31, 2024	Varies	
	Neighborhood Wide Programming *Participating & assisting mandatory; dates communicated by Supervisors	Throughout year	Varies	
	AM Staff move into apartment	Start of apartment lease June 15, 2024	10am	
	Apartment Health & Safety/Moisture Checks	June 24-June 28, 2024	9am-5pm	
	Apartment Moisture Checks	July 8-July 12, 2024	9am-5pm	
	Apartment Moisture Checks	July 22-26, 2024	9am-5pm	

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Apartment Moisture Checks	August 5-9, 2024	9am-5pm	
All AMs & SRAs Training Day	Monday, August 12, 2024	9am-5pm	
All Student Staff Training/Office Hours	August 13-22, 2024	All day	Training schedule provided in August
Apartment Moisture Checks	August 19-23, 2024	9am-5pm	
First-Year Student Move-in	Friday, August 23, 2024	All day	Supervisors will detail your shift start time
Returning Student Move-in	Sunday, August 25, 2024	All day	Supervisors will detail your shift start time
Hall/Floor/Building Meet & Greet Event	August 25-28, 2024	TBD	
Welcome Back Event	August 28-September 4, 2024	Evening	
Fall semester Occupancy checks completed in THD	Thursday, August 29, 2024	All day	
Roommate Agreements due	Monday, September 2, 2024	5pm	
All-Staff Meeting	Wednesday, September 11, 2024	8-9:30pm	Health & Safety
Health & Safety Checks	September 16-20, 2024	10am-8pm daily	
RA/AM application for new staff opens	Wednesday, October 2, 2024	9am	Application on Phoenix Connect due 10/25 12pm
Fall Break*	October 9-13, 2024	All day	Halls remain open - staff on call entire break
Student Staff Intent form opens	Monday, October 14, 2024	9am	Due by 10/18
All-Staff Meeting	Wednesday, October 16, 2024	8-9:30pm	RA/AM applicant interview process
Returning Student Staff interviews for new positions	October 21-25, 2024	By individual appointment	
New RA/AM Applicant Individual Interviews	October 31-November 1, 2024	9am-12pm; 1:30-4:30pm	Staff should expect to participate in interviews
Current Student Staff Evaluation Period	November 11-29, 2024	TBD w/ supervisor	

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	All-Staff Meeting	Wednesday, November 20, 2024	8-9:30pm	
	Thanksgiving Break Earliest Approved Oaks/Park Place & Mill Point/Crest Staff Leave	Friday, November 22, 2024	5pm	Apartments do not close
	Thanksgiving Break Earliest Approved Danieleley Staff Leave	Saturday, November 23, 2024	12pm	Halls close 10am
	Thanksgiving Break	November 23-30, 2024	All Day	
	Current Supervisor Evaluation by Student Staff	November 25-December 13, 2024	5pm	
	Staff on-call return from Thanksgiving Break	Sunday, December 1, 2024	By 8am	Halls reopen 10am, on-call resumes 8am
	Remaining Student Staff return from Thanksgiving Break	Monday, December 2, 2024	By 8am	
	Finals Week/No Office Hours	December 9-13, 2024	All day	Halls close 10am 12/14
	Apartment Residents Not Returning to housing for Winter & Spring Check Out	Sunday, December 15, 2024	10am	Winter Break Earliest Approved Staff Leave 5pm
	Student Staff Return from Winter Break	Thursday, January 2, 2025	By 8am	Halls reopen 10am; on-call resumes 8am
	Residence Life Open for Winter Semester Check-in	Thursday, January 2, 2025	9am-5pm	Neighborhood offices open/staffed
	Student Staff Training for New Hires Only	January 6-7, 2025	8:30am-5pm	Two half-days
	Apartment Residents not returning to housing for Spring Check-out	Saturday, January 25, 2025	10am	
	Student Staff working Fake Break Return	Saturday, January 25, 2025	8am	Plan to work to close spaces the entire break
	Fake Break*	January 25-29, 2025	All Day	Halls remain open - staff on-call through break
	Student Staff Return from J-term	Tuesday, January 28, 2025	8am	
	Residence Life Open for Spring Semester Check-in	Tuesday, January 28, 2025	9am-5pm	Neighborhood Offices open/staffed

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Student Staff Training for New Hires Only	Wednesday, January 29, 2025	8:30am-5pm	
Hall/Floor/Building Meetings	January 30-February 5, 2025	Evenings	
Spring semester Occupancy Checks in THD	February 1-5, 2025	All Day	
All-Staff Meeting	Wednesday, February 5, 2025	8-9:30pm	Housing Selection Info
All-Staff Meeting	Wednesday, March 5, 2025	8-9:30pm	Health & Safety Info
House Manager Interview Process	March	TBD	You may be required to assist with at least one shift
Health and Safety Checks	March 3-7, 2025	10am-8pm daily	
Spring Break Earliest Approved Oaks/Park Place and Mill Point/Crest Staff Leave	Friday, March 14, 2025	5pm	Apartments do not close
Spring Break Earliest Approved Danieley Staff Leave	Saturday, March 15, 2025	12pm	Halls close 10am
Spring Break	March 15-22, 2025	All Day	
Staff on-call return from Spring Break (Easter)	Sunday, March 23, 2025	8am	Halls reopen 10am; on-call resumes 8am
Remaining Student Staff return from Spring Break	Monday, March 24, 2025	8am	
Current Student Staff Evaluation Period	March 31-April 11, 2025	TBD w/ supervisor	Mid-years and staff with needs improvement or below expectations
All-Staff Meeting & All Fall 2024 Staff Onboarding	Wednesday, April 16, 2025	8-10pm	Closing items & new Fall staff invited
End of Year Banquet	Wednesday, May 7, 2025	7:30-9:30pm	
Finals Week/No Office Hours	Wednesday, May 14-19, 2025	All Day	
Residence Halls Close	Wednesday, May 21, 2025	10am	Seniors permitted to stay in halls til Saturday 5/24
End of Year Res Hall Closing	May 21-24, 2025	Varies	Commencement 5/23 *Student staff working to close neighborhoods
End of RA/SRA/HM/SHM Contract	Sunday, May 25, 2025	12pm	
End of Year Apartment Closing	May 19-May 31, 2025	Varies	Commencement 5/24

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	AM Staff begin training	May 28-30, 2025	9am-5pm	
	Apartments Close	Saturday, May 31, 2025	10am	Checking spaces
	End of AM Employment	Saturday, May 31, 2025	5pm	

### **\*Fall Break & Fake Break**

Half of the student staff in individual neighborhoods will work each break period and be expected to remain on campus and present within their respective neighborhood for the duration of that break. The Community Director and/or Graduate Apprentice will determine the schedule in August. All staff will be expected to work at least one of the breaks. Student staff going abroad in Jterm or Spring, not returning for Spring, or participating/assisting with sorority recruitment should work Fall Break instead of Fake Break. Please notify your supervisor well in advance.

## ELIGIBILITY

### GPA Requirements

- Apartment Managers must be enrolled at Elon University as a degree-seeking student.
- Apartment Managers must have a minimum cumulative GPA of 2.5 at the time of appointment. AMs will not be reappointed if their cumulative GPA falls below 2.5 and/or they have two consecutive semesters with a semester GPA below 2.5. Failure to meet the minimum GPA requirements may result in academic probation and/or job termination.

### Outside Commitments

- Student staff are limited to 10 hours a week of additional employment, internships, and extra-curricular involvement. All additional employment and internships must be approved by your supervisor. (Exceptions can only be made in advance with individual approval by the Supervisor, including full-time internships and practicum.)

### University Honor Code and Policies

- Student staff must be in good conduct standing with the University to be employed with Residence Life

### Position Appointment

- The AM appointment is for the current period of employment. Renewal of appointment is based upon job performance, performance evaluations, and returning application and interview.

## REPRESENTATION OF RESIDENCE LIFE & ELON UNIVERSITY

### Confidentiality

- Residence Life student staff members will have access to confidential information by nature of their position. It is important that all staff members be respectful of this information and keep it secure by following FERPA guidelines. Staff members are expected to communicate information to their respective supervisor(s) and others (such as Title IX matters) as directed.

### Social Media

- Student staff members are representatives of the Department and Institution. Staff members are expected to be cognizant of their online presence, identity, posts, and perceptions of others. Staff members should refrain from speaking or posting about any Residence Life related concerns unless directed by their supervisor(s).

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## Media

- The Director of Residence Life is the official correspondent for any communication with the media. Student staff should forward requests from the media for information to their Community Director; there should be no response to any request from ENN or other forms of media communication as a representative of the Department. Choosing to provide information to the media must be as a student and not as a representative Residence Life nor should the information be related to Residence Life. (For example, the information is from you, a Junior, Accounting Major and your Residence Life title should not be used in any way.)

## REMUNERATION & ACCOUNTABILITY

Apartment Managers will receive compensation in the form of a housing waiver and monthly stipend. Remuneration includes the cost of the assigned apartment space and \$200/month (pre-tax) stipend throughout the time of employment. Additionally, returning AM staff who have worked two fall/spring semesters previously, will receive an extra \$50/month on their monthly stipend.

- January Term: AMs away over January Term (studying abroad, at an internship, etc.), will not receive the January monthly stipend.

A meal plan is not part of the AM compensation. A meal plan is optional for Junior & Senior students living in the apartment neighborhoods through Elon Dining. Sophomores in apartment neighborhoods must have at least a 300 block meal plan.

Failure to abide by, complete, and fully comply with all responsibilities and expectations within the staff position description and the student staff agreement will result in job action as outlined in the Accountability Model section of the Student Staff Manual and will result in either total or prorated forfeiture of the above stated compensation, including relocation to a non-staff housing space.

## STUDENT STAFF SIGNATURE

I, (printed name) \_\_\_\_\_, have read the Residence Life Student Staff Agreement and accept the dates and terms of employment as listed in this document and the job description for my employment as a student staff member for the upcoming academic year at Elon University.

Signature \_\_\_\_\_ ID # \_\_\_\_\_ Date \_\_\_\_\_