Apartment Manager Leadership Position Description

Elon University Residence Life employs 14 Apartment Managers (AMs) who support the apartments in Danieley Center, Oaks, and Station at Mill Point Neighborhoods. The AM is an integral part of the residence life team; they are responsible for engaging apartment residents in the residential campus experience as well as the day-to-day operations that are unique to the apartment communities. This is a 12 month, live-in student leadership experience.

Apartment Manager Responsibilities (include, but are not limited to, the following):

Community Development and Education
- Maintain a visible presence in the community by working directly with students within assigned neighborhood.
- Serve as a key leader within neighborhood and actively set a high standard of excellence for customer service.
- Build inclusive relationships and respond to and document crises and emergencies.
- Meet with residents to assist in resolving roommate conflicts and other personal challenges.
- Actively contribute to neighborhood association and foster strong communities in assigned building/neighborhood.
- Maintain bulletin boards and/or public communication areas.
- Interact with diverse constituencies in an open and inclusive manner.

Role Modeling and Mentorship
- Maintain personal conduct consistent with the values, expectations, and responsibilities of the Elon University honor code.
- Serve as a role model for students both personally and professionally by knowing and abiding by Elon University policies and procedures.
- Serve as a mentor and leader within the community and actively engage in setting community standards.
- Exercise good judgment, ethical decision-making, confidentiality, and respect for community members.

Team Member
- Convey a positive attitude toward residence life, the position and its duties and responsibilities.
- Positively participate in all staff development, staff meetings and other related assigned tasks.
- Participate in the recruitment and selection of Residence Life student and professional staff.
- Actively participate in training prior to beginning employment as well as throughout the summer and academic year.
- Attend weekly one-on-one meetings with supervisor and the Residence Life “One Meeting” each Wednesday from 7:30pm to 10:30pm. One Meeting includes staff meetings, training sessions, etc.

Facilities and Administration
- Assume on-call responsibility within the neighborhood.
- Assist in facilitation of occupancy checks, room condition forms, health and safety inspections, and other Residence Life communications.
- Complete neighborhood walks of assigned building areas at least three times per week to assess the condition of furniture in common areas, safety concerns, and maintenance issues. Report concerns as required.
- Coordinate with supervisor all aspects of lease turnover at the beginning and end of apartment leases, as well as coverage for scheduled University breaks.
- Serve as a liaison between Residence Life and apartment residents by communicating pertinent information to residents and relaying any student or facility concerns to supervisor.
- Complete all required paperwork in a timely manner.
- Develop and maintain positive relationships and communication with building environmental services staff as well as the Physical Plant staff responsible for building and utilities maintenance.
- Assist with special projects and perform all other related duties as assigned.

Remuneration and Qualifications
- The Apartment Manager position is a 12 month, 20 hour per week position with employment from May 26, 2015 through May 31, 2016. Remuneration includes a full single room credit for the entire lease year and a $300/month stipend ($3,600 for 12 months). Previous experience living on campus, prior leadership experience, and strong written and oral communication skills expected; previous experience with Residence Life leadership roles preferred. A 2.75 semester and cumulative GPA at the time of hire, and rising junior/senior credit status at the start of employment are required.