Reporting Relationship: The Apartment Assistant reports directly to the Graduate Area Director and indirectly to the Associate Director of Housing and Residential Life.

Basic Function: To assist in the planning and daily operation and management of Neumaier Hall (JN).

Requirements: Live in Neumaier Hall and be enrolled for a minimum of 12 credits. Understand and abide by university and residence hall policies and regulations. Perform the duties and responsibilities as outlined in the position description and Apartment Assistant manual. Maintain a cumulative GPA of at least 2.5. If an Apartment Assistant fails below a 2.5 cumulative GPA, they will be placed on academic probation for the term of one semester. If the Apartment Assistant fails to raise his/her GPA to 2.5 or higher, the Graduate Area Director/Associate Director of Housing and Residential Life will determine whether or not continuing employment is in the best interest of the student. Satisfactorily complete a criminal background check as required by Minnesota state law. Previous experience as a Resident Assistant.

Hours Per Week: Approximately 20 hours of work per week, including 4 hours of work at the Neumaier front desk.

Compensation: One half of a Neumaier apartment (shared with two other MSUM students) and cash equivalent of a 21/meals/week board plan, plus $50/month.

Terms of Employment: Employment expectations begin the date a staff member accepts the position offered. Employment Contract is separate and independent of the Neumaier Apartment Contract. Employment period begins on May 31st, unless otherwise negotiated by the Apartment Assistant and the Associate Director of Housing and Residential Life. Employment term may extend through the summer of 2013, as negotiated by the Apartment Assistant and the Associate Director of Housing and Residential Life.

The responsibilities of the Apartment Assistant position include, but are not limited to, the following:

Staff
- Attend regular weekly meetings with supervisor as scheduled.
- Attend staff training programs, in-service training, conferences, etc. as selected by supervisor.
- Assist in RA selection and training.
- Support and cooperate with decisions, actions and policies of the Housing and Residential Life staff.
- Communicate regularly with the other Neumaier staff to discuss changes, issues or needs of the complex.

On Call Coverage
- Be available to residents with emergency situations, facility management, conduct situations, etc. Assess situations and call in overtime personnel if necessary and complete proper reports.
- Be present for opening and closing of all halls.
• Share evenly in the on-call duty rotation with the other Neumaier Hall staff member, Monday – Thursday from 4:30 p.m. – 8:00 a.m.
  ✓ When on call you will carry a cell phone.
  ✓ Alcohol is not to be consumed prior to or when on call.
  ✓ You may leave campus while on call during early evening hours, but must remain within the Fargo-Moorhead area; you must be on campus by 10:00 p.m. and remain on campus overnight.
  ✓ Conduct at least one set of rounds each evening on call between 9PM and 1AM.
• Notify your supervisor immediately of any emergency situations.

Administrative/Desk
• Hire and train Office Assistants and coordinate desk staffing to ensure efficient operation (mail, work orders, etc.)
• Review and maintain blue cards, apartment inventories, resident check-ins and check-outs, and database entries to ensure accuracy.
• Process desk staff payroll time sheets in a timely manner.
• Maintain an accurate key inventory. Investigate, follow-up, and recore any discrepancies.
• Check loaner key log daily. Verify loaner keys checked out and submit all recores and billing for overdue loaner keys and lost room keys on a daily basis.
• Maintain an accurate inventory of items residents can check out at the desk (recreational equipment, tools, etc.) and verify weekly. Investigate and follow-up on any discrepancies.
• Coordinate work schedules and desk hours. Monitor desk shift switches. Ensure the desk is fully staffed during designated desk hours.
• Coordinate opening and closing of desk at the beginning and end of each semester.
• Maintain work order system and follow up on incomplete work orders as necessary.
• Ensure utilities billing occurs in an efficient, timely and accurate manner.
• Develop marketing materials to inform residents of the desk hours and desk services.
• Create a physical environment that is welcoming, comfortable, and engaging for residents at the desk.
• Ensure that the desk area is well organized and neat.

Community Development
• Ensure residents are aware of the policies and procedures included in the Residence Hall Handbook.
• Encourage and foster a clean, secure and positive living/learning environment for residents.
• Develop programming plan for apartment complex in collaboration with GAD/Associate Director. This includes door decorations, and active and passive programming efforts.
• Advise Apartment Association:
  ✓ Attend meetings regularly.
  ✓ Help facilitate events for community development.
• Post flyers and posters; maintain general bulletin boards for building.
• Facilitate conflict resolution among residents.
• Assist residents in maintaining their rights and privacy, as well as help residents demonstrate responsibility for their behaviors.
• Inform supervisor or Housing and Residential Life staff about special needs or problems of residents.
• Prepare a monthly community newsletter for building residents to provide announcements and information they need to know.

Conduct
• Understand and communicate the rationale concerning university and residence hall policies, regulations and conduct procedures to residents.
• Confront all individuals/groups violating university or residence hall policies and regulations in a fair, respectful and consistent manner.
• Complete appropriate reports immediately following the confrontation of an incident.
• Maintain confidentiality, except when confidence may endanger the well-being of the individual or other individuals, or when not disclosing the information is a violation of the law.
• Report immediately any criminal activity that occurs on campus to Public Safety and to appropriate Housing and Residential Life staff.
General

- Participate in Resident Assistant selection and training.
  - Spring Carousel is Mandatory: Saturday, February 16, 2013 (tentatively)
- Attend and participate in the annual Tri-College Resident Assistant Conference, at a date to be determined.
- Refer community/student concerns to your supervisor.
- Attend and actively participate in Lead Staff, Resident Assistant and Office Assistant training.
  - Lead Staff Training: August 6-10, 2012, with move-in August 4-5
  - Resident Assistant Fall Training: August 13-22
  - Staff Spring Training: January 9-11, 2013 (tentatively)
- Assist the Department in other ways as requested or assigned.
- Apartment Assistants will perform additional related duties as assigned.

TERMINATION/RESIGNATION

The following behaviors, if committed by an Apartment Assistant, are considered serious enough to warrant judicial referral, disciplinary action and/or termination from the Apartment Assistant position. Please note that this is not a comprehensive list. In the event that an Apartment Assistant is allegedly involved in a violation of Residence Hall and/or University policy, the Apartment Assistant, as a student, is also subject to adjudication through the judicial process of the University.

- Violation of Residence Hall and/or University policies and regulations.
- Behavior resulting in a felony conviction.
- Behavior resulting in a misdemeanor conviction that casts reasonable doubt on the likelihood of satisfactory job performance.
- Acts of negligence, depraved indifference and/or incompetence that cast reasonable doubt on the likelihood of job performance or endanger the safety of a student.
- Misuse or loss of keys.
- Refusal to comply with reasonable, legitimate and specific direction of supervisor with regard to responsibilities expressed or implied in the Job Description and Contract and Apartment Assistant Manual.
- The use of alcohol or other drugs which violates any Residence Hall/University and/or State policies or expectations including but not limited to intoxication while on duty, responding to an emergency while intoxicated, or other alcohol violations which effect an Apartment Assistant’s ability to be a positive role model.
- In the case of a resignation, the Apartment Assistant must work with supervisor to establish an appropriate move out date that will be no later than two weeks from the date of resignation. Apartment Assistants who resign are not eligible to reside in the building without the permission of the Associate Director.
- Termination of employment will require the departing staff member to be moved out 48 hours after receiving written notification of their termination.
- Upon conclusion of employment, the Apartment Assistant must complete an apartment check-out and return all exterior door keys and supply items to their supervisor.

APPEALS

A staff member who wishes to appeal their termination must submit a written appeal within five days of employment termination notice. Staff members who face termination may appeal such a decision to the Director of Housing and Residential Life.

The Director of Housing and Residential Life may schedule a meeting with the appealing staff member to review the circumstances surrounding termination. Any pertinent information to the appeal must be presented in writing with supporting testimony in the appeal hearing. Written notification outlining the decision reached in the appeal meeting will be sent to the appealing staff member. The appeal meeting with the Director of Housing and Residential Life will serve as the final appeal for termination of student staff.
ACCEPTANCE OF CONTRACT
I accept the position of Apartment Assistant, and agree to fulfill the duties and responsibilities for the entire 2012-2013 academic year and contract period as listed in the Job Description and Contract, Apartment Assistant Manual, and Housing and Residential Life Student Handbook. I agree to adhere to MSUM and department policies and procedures, and to conduct myself as a role model, both on and off campus. Failure to fulfill any of the above may result in the termination of this contract.

____________________________________  _______________________
Apartment Assistant                   Date

Permanent address:                    Dragon ID #: ____________________________

______________________________      Contact phone #: ____________________________
______________________________      E-mail address: ____________________________
______________________________      Special Dietary Needs: ____________________________

Graduate Area Director                Date

Associate Director                   Date

Birth date (optional)                Shirt Size   M   L   XL   XXL