

**APARTMENT MANAGER**  
***Friedman and Conway Apartments***  
**Job Description**  
**2020-2021**

**OVERVIEW**

The Apartment Manager (AM) is a member of the administrative staff of the College via the Department of Residence Life and reports to an Area Director or Assistant Director of Residence Life for their assigned area. The AM is expected to act as a liaison between the residents of the house and the various service departments of the College and to be available regularly to students as a source of information, advice, and help.

The AM's most direct link to the Department of Residence Life is their supervisor, who meets regularly with the AM to provide information and support. Additionally, the Assistant Directors and the Director of Residence Life are available to the AM, as needed. The AM is encouraged to be involved in other campus activities but may not hold a major College office (e.g. President of the Student Government Association, Chair of the Conduct Board, Bridge Leader, ISP Leader, Orientation Leader), nor make any commitments to student activities or organizations that would conflict with the responsibilities and time commands of the position. After personal and academic needs, an AM's primary commitment is to their apartment complex.

There are two AMs for the Friedman apartments and one for Conway House.

The AM is expected to fulfill the following responsibilities:

**TRAINING, SUPERVISION, AND EDUCATION**

- Attend residence life training in August - a two-week orientation/training program before new student orientation and the start of classes - and participate in monthly in-service Trainings.
- Attend a January training to take place at the end of January term before Spring classes begin.
- Attend regular staff meetings as arranged by their supervisor (typically weekly, two-hour meetings on Tuesday evenings).
- Meet for regularly scheduled supervisory/one-on-one meetings with their supervisor.
- Participate in a formal AM and supervisor evaluation processes.
- Submit Weekly Reports to your supervisor.
- File Community Reports and other administrative paperwork as assigned by your supervisor in a timely manner.

**APARTMENT RESPONSIBILITIES**

- Accessibility
  - Be accessible in the apartment complex often.
  - Be available for 2 apartment hours per week when you are accessible to house members. These hours should be widely posted in the complex with some of that time spent walking around the apartments to see residents and note facilities concerns.
  - Learn the procedure for emergencies established by the College, communicate and disseminate these procedures to all members of the house.

- Nights
  - Nights away should be taken within reason and with the permission of their supervisor. For each night away you must arrange for another AM/HR/HCA/HC to be a contact person for that evening. Leave contact and emergency information for residents.
  - Extended time away (2 or more nights) should be discussed in advance with your supervisor.
- Maintain Community Standards
  - Know, understand and follow college policies and help other students understand their rights and responsibilities as members of the community.
  - Ensure that, as a student staff member, you uphold the policies of the college.
  - Address violations of college policy and complete the required documentation.
  - When necessary utilize Campus Police as a resource.
- House Administration
  - Serve as a communication link between students and the administration by posting and announcing information.
  - Assist with the housing assignments processes and other assigned tasks.
  - Support Building Services by reporting house damages and helping educate residents on how to place work orders.
  - Complete Health and Safety room inspections as directed by the Department.
- Keys
  - AMs are responsible for neighborhood office keys.

## **HOUSE-SPECIFIC RESPONSIBILITIES**

### **Conway:**

- Manage house funds and social dues.
- Maintain newspaper subscriptions.
- Be aware of the issues and needs of families living together with children.

### **Friedman:**

- Help with Apartment Party registration/explain party registration process to residents.
- Monitor condition of complex laundry room.
- Manage social dues.

## **CAMPUS BREAKS**

- Complete tasks associated with Fall opening (including checking students in, identifying "no shows", etc.), Winter closing, and Spring closing. HCAs must stay in their house until the day after the conclusion of final exam period in the winter and the day after commencement in the spring in order to complete closing duties.
- Communicate early with their supervisor about when you are planning on leaving for Thanksgiving and Spring breaks.
- Staff who are working Thanksgiving or Spring Break are responsible for closing their assigned break houses.
- Remain in residence during the full duration Senior Week. If time away is needed you are required to discuss this in advance with your supervisor and secure a contact person for the house.

- Staff that are on campus for the full duration of January term and have no other significant commitments during this time will be financially compensated for staffing houses. Houses will be staffed on a “first come, first serve” basis as there is limited funding for compensation.

## **COLLABORATIONS**

- Manage written requests and call in any emergencies for Facilities Management assistance.
- Collaborate and utilize other college departments that support students.
- Assist in educating your house about the Room Selection process and help answer resident questions.
- Publicize and attend programs sponsored by the Department of Residence Life.
- Participate in Cromwell Day Events and encourage resident participation.
- And other duties assigned by the College.

## **CONFIDENTIALITY**

- Display confidentiality, discretion, and good judgment in relationship to knowledge of information in the following specific areas:
  - Personal information about specific individuals; including pertinent identification data ( student ID numbers, addresses, etc.) and information about personal circumstances.
  - Any and all information pertaining to the College or conduct cases; including students involved, the existence of community reports, discussion of existing cases, or outcomes of conduct cases.
  - Any and all additional information that is deemed confidential as determined by your supervisor.

## **COMPENSATION**

The Apartment Manager (AM) receives an hourly wage of \$12.75/hour for five hours. This is disbursed via bi-weekly checks and is considered taxable wages. AMs will have first priority to work in one of the Area Directors’ offices as an Office Assistant, or can apply to other work study positions on or off campus for five additional hours. AM’s will receive an additional stipend for fall training.

If the staff member agrees to work during January term they will be compensated an additional \$320 (approx.) for the year.

The AM must file I-9 and W-4 forms with the Student Payroll Office prior to employment. The AM’s paychecks will not be issued if these forms are not completed.

## **CONTINUATION**

The AM must sign the Contract for Employment for Residence Life Student Staff Members. The AM must be a full-time matriculated student at Smith College throughout the period of employment and must maintain a 2.5 cumulative GPA.

The AM will be terminated (removed from their positions) at any time as a result of:

- Violating the College’s alcohol or drug policies
- Harming, endangering or threatening to harm another person.

The AM's employment may be terminated at any time as a result of the following conditions:

- Violation of College policy,
- Failure to comply with the conditions of a warning or probation as issued by their supervisor,
- Failure to meet basic job expectations,
- An unsatisfactory job evaluation,
- Withdrawal from the College.

Resignation should be discussed with their supervisor. In the event of resignation or termination, the AM and roommates (in the Friedmans) will vacate their assigned room/apartment and return all keys to their supervisor or the Assistant Director of Residence Life within 72 hours. Staff members who leave their position mid-year may not continue to live in the same house in which they were a staff member. The Assistant Director will reassign the former AM to a new room.

**Continuation of the appointment, and the remuneration and benefits, is dependent upon satisfactory job performance and student status with the college.**

**Important Financial Note**

The compensation may affect the AM's financial aid allotment. Because financial aid packages differ from student to student, any student interested in the AM position should contact the Financial Aid Office for information about how the financial aid package may be affected.