

# **Facilities/Apartment Manager Checklist**

**The following is included in my application:**

\_\_\_\_\_ **A cover letter**

\_\_\_\_\_ **My resume**

\_\_\_\_\_ **I have asked the following people to write reference letters:**

**Name and Title:** \_\_\_\_\_

**Name and Title:** \_\_\_\_\_

\_\_\_\_\_ **A signed grade release waiver**

\_\_\_\_\_ **A completed spring 2010 schedule, that notes my availability for interviews.**

# ***APARTMENT MANAGER POSITION DESCRIPTION***

## ***2010-2011***

The Apartment Manager (AM) is an integral part of the team that provides for the day-to-day operation and maintenance of the university apartments, as well as the ongoing preservation of the facilities and services within these communities. The Apartment Manager is immediately supervised by the Area Coordinator for University Apartments, but will collaborate with other Residence Life staff members on a regular basis, including the Assistant Dean for University Apartments & Off Campus Student Services, the Coordinator for Housing and Conference Services, and the Associate Dean for Administrative Services. The Apartment Manager position is a 12-month appointment, beginning Monday, May 17, 2010.

### **QUALIFICATIONS**

Apartment Managers should have at least two years of previous work experience, demonstrating good organizational and management skills. AMs should have junior, senior, or graduate standing with the University, and need to maintain a cumulative grade point average of 2.50. Residency in the university apartments is also required.

### **GENERAL RESPONSIBILITIES**

AMs are responsible for the day-to-day operation and administration of their designated building, and are the on-site representatives of Marquette University for these properties. Responsibilities include, but are not limited to, monitoring the occupancy of their building, monitoring maintenance and custodial concerns, and assisting other departmental and university employees in on-going development efforts in their buildings. Some AMs may have programmatic and special project responsibilities

### **DEPARTMENTAL RESPONSIBILITIES**

AMs will at times take part in wider operations and activities associated with the administration of the university apartments. They are expected to meet regularly with various departmental representatives and maintain good working relationships with their peers and colleagues. They may be assigned specific duties to assist with various on-going projects in the campus apartments. They also participate in a daily, year-round rotating duty schedule.

### **SPECIFIC RESPONSIBILITIES**

#### **A. Apartment Operations**

- Coordinate all check-in and check-out procedures for residents moving into and out of university apartment buildings.
- Be available during all major check-in/check-out periods throughout the school year (including “opening” and Christmas break).
- Regulate the distribution, management, and inventory of all building keys, including arranging necessary lock changes.
- Maintain communication with building residents regarding mechanical and custodial concerns.
- Assist residents experiencing roommate conflicts in resolving their situations and assist residents with accommodation changes when necessary.
- Assist residents in ensuring that all lease conditions are upheld and that the rights of all apartment residents are respected at all times. This may include providing information to residents regarding lease conditions, assisting other University representatives in conducting investigations into incidents involving apartment residents, and referring residents to other University representatives when necessary.
- Maintain regular communication with the Building Mechanic and Custodian regarding mechanical and custodial projects and repairs.

- Maintain communication with the Office of Residence Life, Facilities Services, and other Marquette departments regarding mechanical and custodial projects and repairs.
- Conduct an inspection tour of the buildings at least two times a week, reviewing all common and storage areas.
- Assist administrators in planning and executing capital improvements. Monitor the progress of special projects, and report developments to the appropriate administrators.
- Coordinate tours of the facility for individuals interested in living in university-owned apartments.
- Assist with annual lease signings for specific building.

#### **B. Departmental Responsibilities**

- Actively promote staff unity and the mission of Marquette University in the apartments.
- Participate in a daily, **year round**, rotating duty coverage schedule. This includes carrying a pager and being available for emergency situations across campus, and may also include working closely with other University representatives to resolve crisis situations (mechanical, custodial, and/or personal).
- Attend regular meetings with other AMs and representatives of the department.
- Complete an end of the year report detailing the state of the facility and community of the building.
- Assist department representatives and students in making decisions about the policies and procedures designed to enhance the experience of residents living in university owned apartments.
- Participate in interviewing and selection procedures for various departmental positions, including both student and professional staff.
- Assist and participate in the development and implementation of training programs for departmental staff, including in-service opportunities offered during the academic year.
- Serve on departmental and/or university committees as assigned.

#### **C. Programmatic & Special Project Responsibilities**

In addition to the above responsibilities, the manager of Gilman/Frenn will assist with the following functions:

- Monthly programmatic planning and implementation for the university apartments.
- Advising the University Apartment's Council.
- Turnover (ACRs, Checkouts) assistance during summer.
- Manager and Desk Receptionist Selection.
- Lease signings during the spring.
- Special projects in summer and academic year as assigned.

#### **REMUNERATION**

Apartment managers will receive as compensation room, meal plan option, plus a financial stipend of \$3,180.00 to be paid in bi-weekly installments during the academic year of the contract. Summer compensation may vary and is in addition to the compensation received for the academic year.

# Position Description

## Facilities Manager

The Facilities Manger (FM) is an administrative staff member in the Office of Residence Life. She/He is directly supervised by the Hall Director. The FM is responsible for those areas generally associated with the organizational management of one residence hall. This includes, but is not limited to facilities management, supervision of desk operations, and departmental duties as assigned.

### **I. Facilities Management**

- A. Serve as a liaison between Facilities Services, building staff, students, and the Associate Dean for Administrative Services.
- B. Tour building twice weekly to monitor facilities. Schedule biweekly tours with the Hall Director.
- C. Monitor the progress of special projects and report to the Hall Director and/or the Associate Dean for Administrative Services as required.
- D. Assist the Hall Director in recommending capital improvements.
- E. Communicate with building staff and students regarding physical maintenance and cleanliness concerns.
- F. Be familiar with TMA Talk, the on-line work order request system, and educate staff and residents about using the system.
- G. Report and follow up on all maintenance concerns. Monitor work orders, submit billing information to Hall Director as directed.
- H. Conduct regular key inventories and maintain appropriate records.
- I. Administer lockout and loaner key policy.
- J. Assist the Hall Director, Associate Dean for Administrative Services, and Associate Dean for Residence Life with other tasks and duties as assigned.

### **II. Supervision of Front Desk Operations**

- A. Order and maintain desk supplies.
- B. Organize and maintain all desk logs.

- C. Develop and implement appropriate policies and procedures for desk and mailroom.
- D. Supervise Desk Receptionists and Mail Clerks. Schedule, maintain employee records, train, evaluate, and hire desk staff.
- E. Provide input and assistance as needed with visitation programs.

### **III. Building Responsibilities**

- A. Actively promote staff unity.
- B. Attend all in-hall, team, and Manager staff meetings.
- C. Consult with Hall Director on a regular basis.
- D. Assist Hall Director with Opening and Closing procedures.

### **IV. Departmental Responsibilities**

- A. Interpret and enforce University and Residence Life policies.
- B. Act as a liaison to other University offices, such as Facilities Services, Payroll, etc.
- C. Participate in FM, AM, and DR selection.
- D. Participate in selection of Residence Life professional staff.
- E. Serve on Departmental and University committees as assigned by the Hall Director.
- F. Assist in organizing and presenting DR training.
- G. Actively participate in Manager training.
- H. Participate in RA training as assigned.
- I. Participate in selection of future Managers.
- J. Participate in the FM/AM duty rotation.

# Facilities/Apartment Manager Information Session Fact Sheet

How do I apply to be a Facility or Apartment Manager?

- Write a cover letter, explaining why you would like the position and your preference for Residence Hall or Apartments.
- Develop a resume, highlighting:
  - All previous employment
  - Administrative, management, and supervisory experience
  - Academic clubs or activities with significant responsibilities.
- Submit two letters of recommendation with each cover letter and resume. Letters of recommendation for the FM position should be sent to Michael Stark, Carpenter Tower 203, P.O. Box 1881, Milwaukee, WI 53201-1881. Letters of recommendation for the AM position should be sent to Daniel Bergen, 1500 W. Wells St. #109, Milwaukee, WI 53233.
- Sign the grade release waiver allowing Residence Life to verify GPA requirement.
- **If you are applying for more than one position, you must submit a cover letter and resume for each position.**

What are the requirements I need to fulfill to apply for these positions?

- At least two years previous work experience.
- Cumulative GPA of 2.5 or higher at the time of application and the start of employment.
- Junior, senior, or graduate student status at the start of employment.
- Good organizational, management, and interpersonal skills.

What are the requirements I need to maintain my position?

- Remain in good academic standing with the university.
- Successfully complete manager training (May 17-21, 2010) and attend a short training in early August.
- Summer work is required for the AM position. FMs must return the first week in August.
- Be available during the month of August to prepare buildings for opening.
- Remain to close buildings at winter break, spring break and the end of the year.
- Participate in a year-round (including Christmas break) duty rotation for the university apartments and residence halls.
- Supervise a desk as required by your position.
- Must seek approval to work beyond the manager position -- if approved, limited to 10 hours per week.
- Student teaching, internships, or other assistantships are not permitted. Other significant academic commitments will be reviewed on a case-by-case basis.
- Meet all expectations articulated by direct supervisor.

What are the dates and deadlines I should keep in mind during the selection process?

- **November 19** – Information Sessions at Noon & 7pm in Campus Town East Multipurpose Room
- **December 3** – Information Session at 7pm in Campus Town East Multipurpose Room
- **January 20** – Cover letters, resumes, and letters of reference are due by 5:00 p.m. to the Office of Residence Life located on the second floor of Carpenter Tower.
- **January 28 – February 5** – Interviews
- **February 12** – Notification letters sent

If you have any questions regarding the **FM position**  
contact Michael Stark at 288-7208.

If you have questions regarding the **AM position**  
contact Dan Bergen at 288-7281.

Good Luck!!

## **Facilities Manager / Apartment Manager Certification / Release of Educational Records**

Name of Applicant: \_\_\_\_\_

MU ID: \_\_\_\_\_

*The Office of Residence Life reserves the right to solicit additional references relative to your application materials. After the application materials have been completed and returned, it becomes the exclusive property of the Office of Residence Life, Marquette University. Applications are classified as personnel materials and are subject to complete confidentiality.*

*As part of this application process, it will be necessary for the Office of Residence Life to review your academic transcript(s) and verify your GPA/QPA. I, the above-named student, hereby authorize and grant permission to Marquette University to provide copies of any and all education records at Marquette University to the Office of Residence Life. Such records include, but are not limited to, GPA/QPA.*

*To the best of my knowledge, the information I have furnished on my application materials is true and correct. I realize that intentional falsification of statements on these application materials will subject me to disqualification as an applicant for this position in the Office of Residence Life.*

Signature of Applicant: \_\_\_\_\_

Date: \_\_\_\_\_

Please block out the times that you have classes or are otherwise unavailable to interview.

\*Please be sure to note your Spring Semester Class Schedule

	Thurs Jan. 28	Fri Jan. 29	Mon Feb. 1	Tues Feb. 2	Weds Feb. 3	Thurs Feb. 4	Fri Feb. 5
8:00am							
9:00am							
10:00am							
11:00am							
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