

APARTMENT MANAGER POSITION DESCRIPTION

Updated: October 2024

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 a Residence Hall Director for University Apartments, but will collaborate with other Residence Life staff members on a regular basis. The Apartments Manager position is a 12-month appointment, with additional responsibility for Desk Receptionist selection.

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. AMs must also be in good judicial standing with the university.

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

I. Apartment Operations

- a. Coordinate all check-in and check-out procedures for residents moving into and out of university apartment buildings.
- b. Be available during all major check-in/check-out periods throughout the school year (including "opening" and winter break).
- c. Regulate the distribution, management, and inventory of all building keys, including arranging necessary lock changes.
- d. Maintain communication with building residents regarding mechanical and custodial concerns.
- e. Assist residents experiencing roommate conflicts in resolving their situations and assist residents with accommodation changes when necessary.
- f. 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.

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

II. Departmental Responsibilities

- a. Actively promote staff unity and the mission of Marquette University in the apartments.
- b. 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).
- c. Attend regular meetings with other AMs and representatives of the department.
- d. Complete an end of the year report detailing the state of the facility and community of the building.
- e. 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.
- f. Participate in interviewing and selection procedures for various departmental positions, including both student and professional staff.
- g. Assist and participate in the development and implementation of training programs for departmental staff, including in-service opportunities offered during the academic year.
- h. Serve on departmental and/or university committees as assigned.

III. 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.

REMUNERATION

Apartment managers will receive as compensation room, meal plan option, plus a financial stipend of \$3,810.00 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.